

Human Resources Committee Meeting
Blount County Courthouse
September 20, 2016 at 5:00 pm
Agenda

- A. Roll Call**
- B. Emergency Announcement**
- C. Election of Chairman**
- D. Election of Vice Chairman**
- E. Setting the Agenda**
- F. Public Input on Items on the Agenda**
- G. Revenue and Expenditures Reporting**
- H. Discussion and Possible Action on Committee Meeting Schedule**
- I. Discussion and Possible Action on Updates to Employee Handbook**
- J. Public Input on Items not on the Agenda**
- K. Adjournment**

BLOUNT COUNTY
FUND 264 - HEALTH FUND
FISCAL YEAR-TO-DATE
JULY 31, 2016

C.C. Object	Account Title	Jan - June 2016	Estimated Revenue	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
43101	SELF-INSURANCE PREMIUMS	4,594,023.99	10,347,656.00	737,608.00	740,178.70				
43102	OTHER EMPLOYEE BENEFITS	3,777,307.63	8,466,264.00	553,967.28	573,286.41				
44110	INTEREST EARNED	4,643.53	6,000.00		311.08				
44160	RETIRES INSURANCE PMTS	801,206.05	1,050,080.00	24,669.88	133,944.44				
44161	COBRA INSURANCE PAYMENTS	19,741.15	30,000.00	2,883.70	6,775.75				
48990	OTHER-NET ASSETS UNRESTRICTED	92,201.24							
44990	OTHER LOCAL REVENUES - LOA	15,000.00							
	TOTAL	9,304,123.59	19,900,000.00	1,319,128.86	1,454,496.38	-	-	-	-
C.C. Object	Account Title	Jan - June 2016	Estimated Expenditures	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
500207	EMPLOYEE INSURANCE - HEALTH	271,338.20	750,000.00	43,735.53	43,735.53				
500312	CONTRACTS W/PRIVATE AGCY	167,373.33	310,000.00	49,669.80	26,417.33				
500325	FISCAL AGENT CHARGES	60,076.15	650,000.00	36,872.00	40,363.25				
500507	MEDICAL CLAIMS	8,606,478.84	17,940,000.00	1,378,805.05	1,378,629.98				
	REIMBURSEMENTS	(68,312.46)		(163,506.18)	(195,813.62)				
500530	FINES, ASSESSMENTS, AND PENALTIES	-	250,000.00	-	-				
	TOTAL	9,220,352.06	19,900,000.00	1,345,576.20	1,293,332.47	-	-	-	-
	Net Position	83,771.53		(26,447.34)	161,163.91	-	-	-	-

Special Notes

<u>Explanations of Account Title</u>	
43101 - SELF-INSURANCE PREMIUMS	Employee Only Medical Premiums and Employer for Employee Only Medical Premiums (\$25.00 and \$425.00 monthly; eff. 1/1/16 \$85 and \$425 monthly)
43102 - OTHER EMPLOYEE BENEFITS	Employee Dependent Medical Premiums and Employer for Dependent Medical Premiums (\$150, \$100, \$125 and \$550 monthly; eff. 1/1/16 \$200, \$175, \$225 & \$550 monthly)
44110 - INTEREST EARNED	Interest Earned
44160 - RETIRES INSURANCE PMTS	Retiree Premiums
44161 - COBRA INSURANCE PAYMENTS	Cobra Premiums
44990 - OTHER LOCAL REVENUES - LOA	Received from CIGNA to assist with costs of transitioning to new vendor
500207 - EMPLOYEE INSURANCE - HEALTH	Stoploss Carrier Premiums
500312 - CONTRACTS W/PRIVATE AGCY	ETMG Clinic and CONCERN EAP (BMH)
500325 - FISCAL AGENT CHARGES	2015 - Humana Admin Fees and Open Enrollment System; 2016 - Allegiance Admin Fees
500507 - MEDICAL CLAIMS	Medical Claims and Pharmacy Claims
500530 - FINES, ASSESSMENTS, AND PENALTIES	ACA Fees and PCORI Fees (IRS)

BLOUNT COUNTY
 FUND 264 - HEALTH FUND
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C.C. Object	Account Title	Jan - June 2016	Estimated Revenue	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	ADJ	Fiscal Year to Date	Calendar Year to Date (2016)
43101	SELF-INSURANCE PREMIUMS	4,594,023.99	10,347,656.00								1,477,786.70	6,071,810.69
43102	OTHER EMPLOYEE BENEFITS	3,777,307.63	8,466,264.00								1,127,253.69	4,904,561.32
44110	INTEREST EARNED	4,643.53	6,000.00								311.08	4,954.61
44160	RETIRES INSURANCE PMTS	801,206.05	1,050,080.00								158,614.32	959,820.37
44161	COBRA INSURANCE PAYMENTS	19,741.15	30,000.00								9,659.45	29,400.60
48990	OTHER-NET ASSETS UNRESTRICTED	92,201.24									-	92,201.24
44990	OTHER LOCAL REVENUES - LOA	15,000.00									-	15,000.00
	TOTAL	9,304,123.59	19,900,000.00	-	-	-	-	-	-	-	2,773,625.24	12,077,748.83
C.C. Object	Account Title	Jan - June 2016	Estimated Expenditures	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17		Fiscal Year to Date	Calendar Year to Date (2016)
500207	EMPLOYEE INSURANCE - HEALTH	271,338.20	750,000.00								87,471.06	358,809.26
500312	CONTRACTS W/PRIVATE AGCY	167,373.33	310,000.00								76,087.13	243,460.46
500325	FISCAL AGENT CHARGES	60,076.15	650,000.00								77,235.25	137,311.40
500507	MEDICAL CLAIMS	8,606,478.84	17,940,000.00								2,757,435.03	11,363,913.87
	REIMBURSEMENTS	(68,312.46)									(359,319.80)	(427,632.26)
500530	FINES, ASSESSMENTS, AND PENALTIES	-	250,000.00								-	-
	TOTAL	9,220,352.06	19,900,000.00	-	-	-	-	-	-	-	2,638,908.67	11,675,862.73
	Net Position	83,771.53		-	-	-	-	-	-	-	134,716.57	401,886.10

Blount County
Employee Summary Report
Reporting Period: 07/01/16 thru 06/30/17

Membership

Subscriber Coverage Types

Month	Total	Members	EE Only	EE + SP	EE + CH	Family
07/31/2016	1,708	3,685	815	478	570	1,822
08/31/2016	1,679	3,628	800	467	559	1,802
09/30/2016						
10/31/2016						
11/30/2016						
12/31/2016						
01/31/2017						
02/28/2017						
03/31/2017						
04/30/2017						
05/31/2017						
06/30/2017						



Blount County Government

Human Resources Department

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TO: Blount County Human Resources Committee

RE: Blount County Employee Handbook Updates

DATE: September 14, 2016

The following list contains the sections of the Blount County Employee Handbook which have been updated and are being submitted for your review to forward to the County Commission for adoption.

- Code of Ethics
 - County Vehicle Use Policy – page 7
- Classification and Compensation
 - Pay Periods – page 9
 - Job Titles and Pay Structure – page 10
- General Personnel Policies
 - Attendance – page 11
 - Personal Cell Phone Use – page 11
 - Work Hours and Time Records – page 11
 - Performance Evaluations – page 13
 - Social Media Policy – page 21
 - Personal Appearance – page 23
 - Workers' Compensation Policy – page 24
- Leave Policies
 - Annual Leave/Vacation – page 25
 - Personal Leave – page 28
 - Jury Duty or Court Appearance – page 33
- Employee Benefits
 - Benefits Effective and Termination Dates – page 34
 - Annual Open Enrollment Period – page 34
 - Workers' Compensation – page 36

Also included in this packet are handbook supplements from the following elected offices.

Circuit Court Clerk
County Clerk
Highway Department

Register of Deeds
Blount County Sheriff's Office
Property Assessor

Blount County Government

Employee Handbook



Blount County Government
Maryville, TN

Revision Date: September 2016

Original Policy & Procedure Handbook Adopted: January 1996

Modification: Adopted 02/20/97 Effective 03/13/97

Modification: Adopted 04/17/97 Effective 05/08/97

Revision Date: March 2000

Revision Date: April 30, 2010

Update Adopted April 18, 2013

Revision Date: September 8, 2016

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Introduction

We are pleased to introduce the revised Blount County employee handbook. This handbook has been designed to outline and summarize basic personnel policies, employee benefits, employee responsibilities, and employee rights. This handbook is intended to be useful for all Blount County employees.

Blount County is committed to providing a quality workplace for employees. It is our goal to:

- Provide management that is skilled, fair, and concerned about the welfare of our employees.
- Equitably compensate each employee in accordance with our classification and compensation plan.
- Fill vacancies or new positions, where appropriate, by transfer or promotion from within the County.
- Discuss willingly and frankly any problems, complaints, or questions on County personnel policies.
- Keep employees informed of any changes that may affect them or their families.

This handbook revokes and supersedes all prior handbooks, amendments, and any policy or communication related to the employee handbook.

This handbook was developed to provide general guidelines about Blount County Government's policies and procedures for employees; however, it does not contain promises to any employee about how any particular situation will be handled. It is a guide to assist employees in becoming familiar with some of the benefits and obligations of employment, including our policy of at-will employment. None of the guidelines in this handbook are intended to give rise to contractual rights or obligations, or to be construed as a guarantee of employment for any specific period of time or any specific type of work. These guidelines are subject to modification, amendment, or revocation by Blount County Government at any time, without advance notice.

It is the intention of Blount County Government to adhere to all State and Federal laws. Any personnel policy found to be in conflict with a State or Federal law will be changed to ensure compliance with the law.

Amendments to the handbook may be made periodically and communicated to all Blount County employees.

All questions pertaining to information found in this handbook should be referred to the Human Resources Department.

Policies for Employees of Elected Officials

Elected Officials have the jurisdiction to create, maintain, and administer additional personnel policies and procedures. In these cases, the Elected Officials will provide the additional policies for their employees as required by T.C.A 5-23-103.

State and Federal Policies

Equal Employment Opportunity Policy

Blount County maintains an equal employment opportunity policy and does not discriminate in hiring practices or terms and conditions of employment. All applicants and employees receive equal employment opportunities and all personnel decisions, actions, and conditions affecting employees, including, but not limited to assignment, transfer, promotion, and compensation, will be governed by the principles of equal opportunity.

Discrimination against any person in recruitment, examination, appointment, training, promotion, retention, or discipline because of political or religious opinions or affiliations or because of race, religion, national origin, sex, age, disability, veteran status, or any other category protected by law, shall be prohibited. The Human Resources Director has been designated as the Equal Employment Opportunity (EEO) Officer for Blount County. The EEO Officer has overall responsibility for the implementation and monitoring of the County's Equal Employment Policy.

Equal Employment Opportunity Grievance Procedure

Any employee who has a concern regarding discrimination or harassment should utilize the following procedure:

1. If you are not able to resolve the matter with your supervisor, or if you are not comfortable addressing the matter with your supervisor for any reason, bring your concern to the attention of your Department Head. If this does not resolve the matter address the situation with the Director of Human Resources.
2. If you are not able to resolve the matter with your supervisor, or if you are not comfortable addressing the matter with your supervisor for any reason, bring your concern to the attention of the Director of Human Resources.
3. You may be able to resolve the matter via meeting with the Director of Human Resources. Where an investigation is in order, one will be conducted. You will be advised of the results and proposed solution. Also, the complaint, investigation and findings will become part of the investigation record, which will be maintained separately from your personnel file.
4. If you are not satisfied with the results or proposed solution via meeting with the Director of Human Resources, you may request a meeting with the appropriate Department Head/Elected Official. The decision of the Elected Official will be final.

No one will be retaliated against for using this procedure to bring a good faith concern to the attention of management. Of course, intentionally making a false complaint or otherwise misusing this procedure can subject the offender to discipline.

No Harassment

The County does not tolerate the harassment of applicants, employees, customers, or vendors. Any form of harassment relating to an individual's race, color, sex (including same sex), religion, age, national origin, handicap or disability, citizenship status, veteran status, political affiliation, retaliation for protected activity, or any other protected activity or category is a violation of this policy and will be treated as a disciplinary matter.

Violation of this policy may result in disciplinary action, up to and including immediate termination.

If you have any questions about what constitutes harassing behavior or what conduct is prohibited by this policy, please discuss the questions with your immediate supervisor. At a minimum, the term "harassment" as used in this policy includes:

- Offensive remarks, comments, jokes, slurs, or verbal conduct pertaining to an individual's race, color, sex, religion, age, national origin, handicap or disability, citizenship status, or any other protected category
- Offensive pictures, drawings, photographs, or other graphic conduct or communications, including e-mail, faxes, and copies pertaining to an individual's race, color, sex, religion, age, national origin, handicap or disability, citizenship status, or any other protected category
- Offensive sexual remarks, sexual advances, or requests for sexual favors regardless of the gender of the individuals involved
- Offensive physical conduct, including touching, regardless of the gender of the individuals involved
- Threatening an employee for refusing to respond to requests for sexual favors, for reporting a violation of this policy, or for participating in an investigation conducted under this policy.

Our supervisors and managers also are covered by this policy and are prohibited from engaging in any form of harassing conduct. No supervisor or other member of management has the authority to suggest to any applicant or employee that employment or advancement will be affected by the individual entering into (or refusing to enter into) a personal relationship with the supervisor or manager. Such conduct is a direct violation of this policy.

Harassment of our employees in connection with their work by non-employees also may be a violation of this policy. Any employee who experiences or observes any harassment of an employee by a non-employee should report such harassment to a member of management or the human resources department.

Employees who believe that our No Harassment policy may have been violated should immediately report the matter to their immediate supervisor. If the matter involves your immediate supervisor or another manager, or if you believe that a previously reported matter was not handled to your satisfaction, you should immediately contact the Director of Human Resources, or the Department Head. You should report any actions that you believe may violate our policy no matter how slight the actions may seem.

We will investigate the report and, where appropriate, take prompt remedial action including disciplinary action up to and including immediate termination. The County will protect the confidentiality of employees making complaints about suspected violations of this or any other County policy to the extent possible consistent with our investigation and applicable law.

You will not be penalized or retaliated against for reporting improper conduct, harassment, or other actions that you sincerely believe violate this policy.

We are serious about enforcing our policy against harassment. However, we cannot resolve a potential policy violation unless we know about it. You are responsible for bringing your concerns about possible policy violations to our attention so that we can take appropriate actions to address your concerns.

Reasonable Accommodations/Modified Job Duties

To assist our employees who are or become disabled and those employees who suffer on-the-job injuries, we will make reasonable accommodations to enable such employees to continue performing the essential functions of their jobs. Consistent with this policy, we may modify job duties to comply with medical requirements or restrictions. Other accommodations, such as transfer to a vacant position for which the employee is qualified, may be appropriate, depending upon specific facts and circumstances of individual situations.

Obviously, there are limits to the accommodations which we can realistically make. For example, where an accommodation would cause an undue hardship to the County we would be unable to make the particular accommodation. Similarly, where placing an individual in a position, with or without accommodation, would cause the employee to be a direct threat to the employee or others, we may be unable to place the employee in a particular position.

If you need to request a reasonable accommodation because of a disability or on-the-job injury, please follow the procedure set forth in our EEO Grievance Procedure. We will discuss the matter with you, investigate your request and attempt, to the extent possible, to reasonably accommodate you.

Title VI of the Civil Rights Act of 1964

Blount County Government complies with Title VI of the Civil Rights Act of 1964. This Act requires that agencies receiving federal money develop and implement plans to ensure that no one receiving benefits under a federally funded program is discriminated against on the basis of race, color, or national origin.

To report any complaints or to receive additional information about Title VI, contact the Compliance Coordinator at 865-273-5780.

HIPAA (Health Insurance Portability and Accountability Act)

Blount County Government complies with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and follows guidelines involving the protected health information of employees and dependents.

Code of Ethics

Ethical Conduct

It is the policy of Blount County Government to uphold, promote, and demand the highest standards of ethics from all employees and officials, whether elected or appointed. Accordingly, all County employees should maintain the utmost standards of personal integrity, truthfulness, honesty, and fairness in carrying out their public duties; avoid any improprieties in their roles as public servants; and never use their county position or powers for improper personal gain.

You are required to maintain the highest ethical standards in the conduct of your duties. This also applies to non-work situations when you identify yourself as a County employee (i.e. wearing a County identification badge, distributing a County business card, wearing a County uniform, driving a County vehicle, etc.). In order to fulfill this requirement, the following will apply:

- Personal characteristics such as honesty, courtesy, dependability, and use of sound judgment are required for all employees in all classes of work in County government.
- There shall be no activity which is in conflict with the interest of your official duties.
- You cannot use your position with the County for private interest.
- You must comply with the County's Code of Ethics Policy.

Conflict of Interest

Employment with Blount County Government is a public trust. You must not have any financial interest in, or receive any financial benefit from, any acquisition or expenditure related to County activities that interferes or conflicts with the full discharge of your duties. If the circumstances would cause a reasonable person to believe that a conflict of interest may exist, you must file a conflict of interest form with the County Clerk's Office as instructed by the County's Code of Ethics Policy.

Political Activity

You may join or affiliate with civic organizations of a partisan or a political nature and may attend political meetings. You may advocate and support the principles or policies of civic or political organizations in accordance with the Constitution and laws of the State of Tennessee and in accordance with the Constitution and the laws of the United States of America.

However, you may not:

1. Engage in any political activity while on duty;
2. Use official authority or influence for the purpose of interfering with or affecting the result of an election or a nomination for office;
3. Be required as a duty of employment or as a condition of employment, promotion, or tenure of office to contribute funds for political or partisan purposes;
4. Coerce or compel contributions for political or partisan purposes from another employee of the County; or

5. Use any supplies or equipment of the County for political or partisan purposes.

Secondary Employment

You shall not engage in any outside employment which adversely affects your work performance as an employee of the County or creates a conflict of interest. If you engage in other employment, you must notify your supervisor in writing stating the name of the employer, the nature of work or business, specific duties, and hours worked per week. Your supervisor will send a copy of these statements to the Human Resources Director for placement in your personnel file. If your supervisor believes there may be a potential incompatibility between the outside employment and County employment for any reason, he/she shall submit appropriate recommendations to the Human Resources Director. The final decision will be made jointly by the Human Resources Director and your Department Head/Elected Official. You shall at all times give first priority to the performance of your Blount County job. County work schedules will not be adjusted to accommodate non-County work schedules.

Nepotism

Members of an employee's immediate family will be considered for employment on the basis of their qualifications. Immediate family may not be hired, however, if employment would:

- 1) Create a relationship whereby one immediate family member is within the chain of command of another,
- 2) Have the potential for creating an adverse impact on work performance; or
- 3) Create either an actual conflict of interest or the appearance of a conflict of interest.

This policy must also be considered when assigning, transferring, or promoting an employee. For the purpose of this policy, immediate family includes: spouse, parent, child, sibling, in-law, aunt, uncle, niece, nephew, grandparent, grandchild, members of household.

Employees who become immediate family members may continue employment as long as it does not involve any of the above. If one of the conditions outlined should occur, attempts will be made to find a suitable position within the County to which one of the employees will transfer. If employees become immediate family members, Blount County Government will make reasonable efforts to assign job duties so as to minimize problems of supervision, safety, security or morale. If accommodations of this nature are not feasible, the employees will be permitted to determine which of them will resign. If the employees cannot make a decision, the County will decide in its sole discretion who will remain employed, if either.

This policy does not apply to "immediate family" who already are employed by Blount County as of the effective date of this policy; this waiver, however, may not be used as a basis for further exceptions subsequent to the effective date of this policy.

Policy effective date 12/2006

County Equipment

County equipment, materials, vehicles, and/or other resources assigned to you shall be used with care and economy, and shall be used only for County purposes. Waste or misuse of County resources may result in disciplinary action, up to and including discharge.

County Vehicle Use Policy

The purpose of this policy is to ensure that County owned vehicles are operated in a safe manner and only for their intended purposes.

The term vehicle shall apply to all passenger cars, light duty trucks, heavy duty trucks, emergency vehicles, construction equipment, or any other motorized/non-motorized rolling stock used by various County employees in the course of their duties.

General Use

1. Only authorized county employees shall operate county owned vehicles.
2. Employees operating County owned vehicles must abide by all applicable motor vehicle laws.
3. Transporting non county personnel in a county owned vehicle is prohibited except as follows:
 - a. When required for legitimate county business.
 - b. As provided in the personal use section of this policy.
 - c. As part of a departmental ride-a-long program authorized by the department head or elected official.
 - d. In cases of extreme emergency where the employee has a reasonable belief that the life, safety, health or physical welfare of a citizen would be immediately threatened.
4. Employees are required to maintain a valid Tennessee drivers licenses with proper endorsements for the position.
5. Employees, who are authorized to drive county owned vehicles, must report any motor vehicle violations that result in a citation, to their supervisor as soon as possible. This includes violations that occur in their own vehicle and not on county time.
6. No employee shall carry any concealed weapon in a county vehicle at any time unless:
 - a. They have been authorized to do so by the County Sheriff, or
 - b. They have been authorized to do so by the County Mayor, or their department's elected official or department head, and have obtained a weapons carry permit from the State of Tennessee.
7. No employees shall carry alcoholic beverages, contraband or other illegal substances in county owned vehicles. (Does not apply to law enforcement units conducting undercover operations or transporting evidence.)

Personal Use

Personal use of county owned vehicles is prohibited except for the following

1. Personnel whose duties primarily involve operation of county owned vehicles at locations which makes it inconvenient or inefficient to access their personal vehicles, may use their assigned county owned vehicles for routine personal activities such as traveling to lunch or other infrequent or incidental short term stops so long as this privilege does not significantly interfere with their assigned duties or otherwise become abused.
2. In cases where there is no convenient means of transportation available, employees assigned take home vehicles may request permission from the County mayor, department head or elected official, to transport members of their household to and from school, work and other necessary destinations so long as it does not significantly impact the employees duties, cost of operating the vehicle or significantly increase the county's exposure to liability.
3. Employees who have been granted permission to use a county owned vehicle for out of town travel for county business, may allow members of their household to accompany them as passengers provided that they have properly obtained permission from their department head or elected official.

Accident Reporting

County employees who are operating a County owned vehicle and are involved in an accident must do the following:

1. Insure their personal safety and those involved in the accident to their best ability.
2. Notify the law enforcement agency having jurisdiction in the location of the accident.
3. Notify their supervisor of the accident.

Gifts and Contributions

You may not solicit or accept, either directly or indirectly, for yourself or for any member of your household, any gift, gratuity, service, favor, entertainment, lodging, transportation, loan, loan guarantee, or anything of monetary value from any person who:

- has, or is seeking to obtain, contractual or other business or financial relations with the department or agency of Blount County by which you are employed; or
- conducts operations or activities that are regulated by the department of Blount County which you are employed; or
- has an interest that may be substantially affected by the performance or non-performance of your official duties.

Classification and Compensation

Introductory Period

All new employees will be considered on “introductory” status for the first six (6) months of employment. At the end of the regular introductory period, the Department Head can elect to remove the introductory status, or extend the introductory period. During the introductory period, the full-time employee will accrue sick days at the stated rate, but will not be eligible for vacation days until successfully completing six (6) months of consecutive employment. Successful completion of an introductory period does not alter the employee’s at-will status.

Employment Terms

- **“Full-Time Regular Employee”** is defined as an employee who works 30 hours per week on a regular and continuous basis throughout the calendar year. The single word “employee” will be used to designate a full-time or regular employee on leave policies.
- **“Part-Time Regular Employees”** are defined as an employee who works fewer than twenty nine (29) hours per week on a regular and continuous basis throughout the calendar year.
- **“Temporary Employee”** is defined as an employee who is engaged to work either full-time or part-time with the understanding that their employment will terminate upon the completion of a specific assignment. These employees may be “exempt” or “non-exempt” as defined below.
- **“Exempt Employee”** is defined as an employee who is not required to be paid overtime, or receive comp time in accordance with federal wage and hour laws, for hours worked over forty (40) in a workweek. Executive employees, professional employees, and certain employees in administrative positions are typically exempt. However, classifying a position as exempt is made on the basis of comparing actual job duties with criteria established by the Department of Labor.
- **“Non-exempt Employee”** is defined as an employee who is required to be paid overtime or receive comp time at time and one-half of their regular rate of pay, in accordance with federal wage and hour laws, for hours worked over forty (40) in a workweek.

Employment at-Will

Blount County Government is an at-will employer and as such there is no specific length or guarantee of continued employment. Either you or the County may terminate your employment at-will, without cause or prior notice, at any time. None of the County's policies may be construed to create a contract of employment or any other legal obligation, express or implied, and any policy may be amended, revised, supplemented, rescinded or otherwise altered, in whole or in part, at any time, at the sole and absolute discretion of Blount County.

Pay Periods

All General County employees are paid biweekly on every other Monday. The Highway Department and Library are paid bi-weekly on every other Thursday. Some pay dates may occur earlier due to holidays. All employees are paid in arrears, one week after the end of the pay period.

Job Titles and Pay Structure

The County has a classification system in place for defining jobs, their titles and pay structure. This system is maintained in the Human Resources Department. For more information regarding the system, job titles, or pay grades please contact the Human Resources Department at 865-273-5780.

Overtime Compensation/Compensatory Time

No overtime or compensatory time will be earned until the employee has worked on the job over 40 hours during the work period.

- A. Overtime/Compensatory Time: All eligible employees may be paid overtime or given compensatory time for all work performed over 40 hours during the workweek.
- B. Overtime Rate: Hourly rate employees who work overtime will receive overtime pay at a rate of time and one-half their regular hourly pay. Salaried employees who are eligible will receive overtime pay at a rate of time and one-half their equivalent hourly rate (the salaried employee's equivalent hourly rate is calculated by dividing his/her annual salary by 52 weeks and dividing that number by the number of hours in a normal workweek.) The overtime rate for both hourly and salaried employees applies only to those hours worked over 40 during a week. For salaried employees, no additional compensation will be paid for hours worked under 40. For hourly rate employees, the overtime rate will apply only to hours worked over 40 and the regular rate will apply to hours worked up to 40 hours.
- C. Selection of Compensatory Time: Employees who are required to work in excess of 40 hours per week may request to receive compensatory time off in lieu of overtime. Such compensatory time shall be earned at a rate of one and one-half hours for each hour of employment worked over 40 hours per week. An employee cannot accrue more than 240 hours of compensatory time. Any employee who has accumulated 240 hours of compensatory time shall be paid for any additional overtime that is worked. An employee who has accrued compensatory time upon termination of employment will be paid the greater of the average regular rate the employee received during the last three years, or the final regular rate of pay received by the employee. The use of compensatory time is subject to approval by the Officeholder/Department Head.

Working during Lunch Periods

Lunch period is time set aside for eating. The time is not considered part of the basic workday and no pay is earned during this period.

A workday may not be shortened by "working through" or reducing the lunch period on a voluntary basis. Eliminating or reducing your lunch period requires prior approval from your immediate supervisor. Such approvals must be limited and will typically be for one day due to unusual or special circumstances. Working through the lunch period is not to be used as an on-going solution for scheduling issues.

Working Before/After Regular Hours

You may not voluntarily begin work early, work after hours, or extend your workday for the purpose of accumulating compensatory time. Prior approval from your immediate supervisor is required for any adjustment to the work schedule.

General Personnel Policies

Attendance

You are an important member of the Blount County Government team. We are committed to providing the highest level of government services and functions to better serve the community. In order to accomplish this, your prompt and regular attendance is required.

In case of an illness or injury that would prevent you from reporting to work at the scheduled time, you are required to speak directly to your supervisor. If your supervisor is unavailable, you are required to speak directly to the next-level manager or director, or to the person designated by your supervisor.

All employees are expected to be in their workplace at the time they are scheduled to begin their shift. It is advisable to arrive a few minutes before the start of the shift to allow time to get to your work area. Employees will work in accordance with their scheduled start and ending time. They are not to work alternate times without supervisor's authorization.

Failure to provide notification of absence for three (3) consecutive workdays may result in removal from the payroll as having resigned without notice. Employees who resign under such circumstances may be deemed not eligible for rehire.

Personal Cell Phone Use

Personal phone calls or text messages during working hours distract employees from their job responsibilities and may be disruptive to coworkers. Employees should therefore limit the placing or receiving of personal phone calls during working hours to those required in emergency situations. Employees are expected to inform friends and family members of this policy and will be held accountable for their actions under the disciplinary procedure.

Work Hours and Time Records

The normal workweek consists of 37.5 hours or 40 hours depending on the job classification and work location. Core business hours are from 8:00 am to 4:30 pm. Some jobs may require other hours of service. In such cases, the immediate supervisor will inform you of your work hours.

The County uses Kronos as its time collection and time management tool. All employees will use Kronos to record time worked and request time away from work. All employees are assigned a Kronos user id and should set up a password to the system.

All hourly employees will utilize Kronos for timekeeping purposes. Each employee should clock in at the beginning of each shift; clock out to go to lunch; clock in to return from lunch and clock out at the end of the shift.

Employees may not log in/out in Kronos for another employee. It is the responsibility of each employee to report his/her time worked, meal periods and/or time off accurately and completely for each pay period. Employees may not correct errors related to their timecard. If a correction is necessary, the employee must notify the supervisor to ask him/her to make the changes.

Employees should request time away from work through the My Information page in Kronos.

Requests will then be sent electronically to supervisors and approved.

Anyone who willfully falsifies a time record will be subject to immediate dismissal. A workday may not be shortened by “working through” or reducing the lunch period on a voluntary basis, nor may you voluntarily begin work before or after your regularly scheduled hours for the purpose of accumulating compensatory time. Every adjustment to the work schedule requires advance approval from your immediate supervisor.

Canvassing or Solicitation

Non-employees are not permitted to solicit verbally or by distribution of written material to Blount County employees or the general public for commercial purposes during work hours in work areas.

Solicitations by Blount County employees made to other Blount County employees are permitted only in non-work areas and during non-work hours.

Non-work areas include lobbies, hallways, elevators, stairs, sidewalks, parking areas, patios, lunchrooms, or other areas not regularly scheduled for work activities. Non-work hours include before and after scheduled work hours, lunch periods, and approved breaks.

Employees or outside charitable organizations who wish to solicit Blount County employees for charitable purposes or to schedule activities in Blount County offices, must submit a written request and must be approved by the County Mayor.

Inclement Weather

Blount County Government recognizes the fact that inclement weather and other emergencies can affect our ability to open for business and the employee’s ability to get to work. No policy can cover every potential emergency situation.

Absences due to inclement weather requires employees to make a personal judgment pertaining to safety in traveling to and from work. Loss of work time for this reason is charged to accrued compensatory time or annual leave. If no compensatory time or annual leave is available, then the time is charged as leave without pay. If an employee makes the effort to report on time and actually reports within a reasonable period of time (based on the circumstances of the event), he/she will not be required to use leave time for the absence. Supervisors will determine if accrued leave must be used for late arrival. If the decision is made to close Blount County Offices, full time employees will be paid for such time off and part time employees will only be paid for the hours they were scheduled to work that day.

In the event of inclement weather, the decision to close will be made on a case-by-case basis by the Blount County Mayor’s Office, in consultation with the Blount County Sheriff and Blount County Highway Superintendent. This decision will affect the Courthouse and other general County offices, with the exception of the Judges/Courts. The court system (including all Court Clerks) will make its own determination and announcement separately.

Fortunately, emergencies and inclement weather days are infrequent and, as always, the safety of our employees and citizens will be of paramount importance. The determination relative to closing will be made as soon as it is deemed to be reasonably necessary. Blount County Government will make every effort to remain open.

Closing/delayed opening information will be given to the three major television stations (WBIR, WATE, and WVLT) and WIVK (FM 107.7) as soon as it has been determined. Department Heads or their designees may determine closing for departments that work evenings and/or weekends (i.e. Library). If you have any questions about an official closing, you should contact your immediate supervisor.

Personnel Files

Tennessee law requires that "all state, county, and municipal records ... shall at all times, during business hours, be open for ... inspection by any citizen of Tennessee." The statute applies to personnel records and allows you to review your personnel file, as well as allowing any member of the public to do so. (Medical records are not part of the personnel file.)

There is, however, restricted access to certain types of employee information. The following records of government employees will not be open for inspection by members of the public:

- unpublished telephone numbers;
- bank account information;
- social security numbers;
- driver's license information - unless driving a vehicle is part of the employee's duties or incidental to the performance of the job;
- the same information about an employee's immediate family

The personnel files are maintained in the Human Resources Department. To review a file, contact the Human Resources Office. A sign-out sheet will be in each file showing who reviewed the file and the date. An employee of the Human Resources Department will remain in the room while the file is being reviewed.

It is important that you promptly report any change in personal information to the Human Resources Department. Other records, such as educational accomplishments, should also be reported as they are factors in consideration for future promotional opportunity. Be sure that the Human Resources Department always has:

1. Your correct address and contact numbers such as telephone, cellular phone, pager, etc.;
2. your marital status;
3. any increase or decrease in number of dependents;
4. any change affecting Social Security records; and
5. your correct beneficiary.

Performance Evaluations

Managers will conduct formal performance evaluations periodically throughout the year. These evaluations should occur annually on an employee's anniversary hire date. The supervisor makes a rated evaluation based on the following competencies:

Job knowledge
Customer Service
Teamwork/Collaboration
Communication

Interpersonal Skills
Performance
Outcome orientation
Reliability

For supervisors:
Leads/Develops/Recognizes Staff
Job Knowledge/Accountability

Salary increases are available with approved funding by County Commission to those employees who receive an acceptable performance score of 3.0 or higher.

Bonus Policy

From time to time, and depending on the availability of funds and other factors, the County may provide incentive compensation to certain employees. To be eligible for the bonus payment, an employee must have completed the introductory period and be on the payroll at the time the bonus is paid.

All bonus award recipients must meet the following general criteria:

- The employee's accomplishments exceed the normal standards/expectations for the job.
- The employee has fulfilled all normal job duties in addition to performing added duties to accomplish a special project or achieve a certain goal.
- The employee serves as a role model for others, displaying desirable characteristics such as outstanding customer service, positive attitude, team leadership, etc...
- Length of service. A commitment to the County by their long-term service.

Decisions about the amount of a lump-sum bonus should be dependent upon the nature and complexity of the accomplishment and the ability of the department to fund the payout. Managers should clearly communicate to the recognized employees what outstanding achievements led to the bonus recognition. The payment will be taxed at the Federal withholding rate established by the IRS in addition to other required taxes. A letter of accommodation should be placed in the personnel file of employees who receive a bonus, recognizing the accomplishments of the employee.

The Bonus Plan is provided at the discretion of Blount County Government. Both the fact and amount of any incentive compensation are within the sole and absolute discretion of the County.

Promotions, Transfers and Reassignments

Promotions: Blount County continually strives to promote employees and fill job vacancies on an equal opportunity basis. Promotions are based on an objective evaluation of each vacancy and the candidates involved. Vacancies will be advertised and, where appropriate, Blount County will promote from within. Outside recruitment may be necessary based on the qualifications and skills of internal applicants.

Job postings are emailed to Department Heads/Elected Officials from the Human Resources Department. They may also be viewed on the Blount County web site www.blountn.org/hr.

Transfers and Reassignments: It is the policy of Blount County Government that it may, at its discretion, initiate or approve employee job transfers. You may request a voluntary job transfer by

applying for a posted open position. However, to be eligible for a voluntary transfer, you must be able to meet the requirements of the new position, must have satisfactory performance, must have held your current position for at least six months, and must have no adverse disciplinary actions during the same time period.

Progressive Discipline Procedure

In cases where an employee displays inappropriate conduct or poor performance - and the circumstances do not warrant prompt dismissal from employment-Blount County generally employs a progressive discipline process. Although the county typically prefers to utilize the steps below, the County reserves the right to employ any level of discipline that it considers appropriate under the circumstances.

- **Verbal** - The first step is often a verbal warning from the supervisor which identifies the issue and the corrective action needed from the employee. The supervisor documents this step by providing appropriate documentation to the Human Resources Director for review and placement in the employee's personnel file. The employee may submit a statement for the file, if desired.
- **Written** - The second step is often a written warning, which appropriately describes the issue and the corrective action needed. The written warning will be discussed with the employee, and a copy of the warning will be sent to the Human Resources Director for review and placement in the employee's file. The employee may submit a statement for the file, if desired.
- **Adverse Action** - If previous attempts at correction have not been successful, the County may take a form of adverse action such as suspension, demotion, or termination. Adverse actions must be approved in advance by the Department Head/Elected Official and/or Human Resources.

Basic Work Rules

The County has certain policies and rules to govern the conduct and performance of our employees. Our most important rule is to use "good sense" at all times. We also have established some other basic work rules that should not be violated. Violation of these or similar rules may result in discipline up to and including immediate termination.

Absenteeism or Tardiness: When an employee fails to report to work as scheduled, it makes it more difficult for us to serve our citizens. Every employee plays an important role in our operation, and his or her absence or tardiness places an unnecessary burden on fellow employees. Employees are expected to report to work on time as scheduled, to limit breaks to the time allowed, and to stay on the job until the end of his or her scheduled work day.

Breach of Confidence or Security: Because of the nature of our work, we cannot tolerate any breaches of our security measures or of our confidential relationships.

County Premises: Except for areas that are open to the general public, you are allowed on County premises only during your scheduled work hours, unless otherwise authorized by your supervisor.

Damage to Property: We have made a tremendous investment in our facilities, and equipment to better serve our citizens and to make your job easier. Deliberate, reckless, or careless damage to the

County's property, or property of others, will not be tolerated. If appropriate, damage to property will be reported to law enforcement agencies.

Discourtesy or Disrespect: We expect all employees to be courteous, polite, and friendly to our citizens and others, and to their fellow employees. No one should use profanity or show disrespect to a citizen or co-worker, or engage in any activity which could harm our reputation.

Fighting, Threats, or Weapons: We do not allow fighting, threatening words or conduct, loud or abusive language, or any other actions that could injure a citizen, fellow employee, or member of the public, regardless of where such words or actions occur. We also do not allow the possession of weapons of any kind on County premises, with the exception of authorized law enforcement officials.

Fraud, Dishonesty or False Statements: No employee or applicant may falsify or make any misrepresentations on or about any application, resume, document establishing identity or work status, medical record, insurance form, invoice, paperwork, time sheet, time card, or any other document. If you observe such a violation, please report it to your supervisor immediately.

Gambling: Employees may not engage in any form of gambling on County premises.

Harassment: Our No Harassment Policy, which we have set forth in detail in this Handbook, strictly prohibits harassment based on race, color, religion, sex, national origin, citizenship, age, handicap or disability, or any other category protected by law.

Injuries and Accidents: Every injury, no matter how slight, must be immediately reported to your supervisor for first aid treatment or medical care. If you have a job-related injury/accident, you must choose a provider from the County's panel of physicians. We may require that you present a doctor's release before returning to work.

Insubordination: We all have duties to perform and everyone, including your supervisor, must follow directions from someone. Employees must not refuse to follow the directions of a supervisor or member of management.

Leaving Early and Returning Late: Leaving early or returning late from breaks or lunch is prohibited. Leaving your work assignment before quitting time to change clothes or make preparations to leave before the end of your scheduled shift is also prohibited.

Misuse of Property: Employees may not misuse or use without authorization any equipment, vehicle, or other property of customers, vendors, other employees, or the County.

Poor Performance: We expect all employees to make every effort to learn their job and to perform at a satisfactory level. Employees who fail to maintain a satisfactory level of performance are subject to immediate termination.

Shortages: Employees who handle cash as a part of their job duties will be held accountable and may be required to pay for all shortages. Employees who handle cash as a part of their job duties may also be disciplined for such shortages, up to and including immediate termination.

Sleeping or Inattention: To protect the safety of all employees and to properly serve our

customers, everyone needs to be fully alert while on the job. We cannot tolerate sleeping or inattention on the job.

Solicitation or Distribution: We prohibit solicitation by an employee of another employee during the working time of either employee for any reason. Distribution of advertising materials, handbills, or other literature is prohibited in all working areas at all times. We also prohibit solicitation and distribution by non-employees on County premises at all times.

Substance Abuse: We will not tolerate substance abuse. Employees who test positive for the presence of drugs or alcohol may be subject to immediate termination.

Theft: Our society has laws against theft and so do we. Stealing or attempting to steal County property or property belonging to others is strictly prohibited. If you wish to remove any County property from the premises, you must obtain written permission in advance from your supervisor.

Unlawful Activity: Employees should not engage in any unlawful or unethical activity, including, but not limited to activity either on County property, or off the job, since such activity can adversely affect the County's reputation and/or the employee's ability to effectively perform the duties of his or her position.

Unsafe Work Practices: We are committed to providing a safe place for you to work, and we have established a safety program to ensure that everyone understands the importance of safety. This program requires all of us to exercise good judgment and common sense in our day-to-day work. Horseplay and practical jokes can cause accidents and injuries and, therefore, are prohibited.

Violation of these or similar rules may lead to discipline, up to and including immediate termination.

Obviously, this list is not all inclusive and there may be other circumstances for which employees may be disciplined or terminated. If you have any questions about these rules, or what we expect of our employees, please discuss them with your supervisor.

Resignations

If you choose to resign your position, you should notify your immediate supervisor or the department head in writing no less than ten (10) working days before your expected termination date. Failure to provide such a notice will be recorded in your personnel file and may constitute deeming you not eligible for re-hire.

Reduction in Force

A reduction in force is the release of an employee due to lack of funds, curtailment of work, or reorganization. If a reduction in force becomes necessary, the County will make decisions based on the needs of the Department(s) affected and the job knowledge, skills, work performance and seniority of the employees.

Safety

Blount County is concerned for your health and safety in the performance of your job. You must observe all safety rules and report any unsafe activity to the Risk Management Department. Any workplace accidents, incidents, or injuries must be reported immediately to your direct supervisor and the Risk Management Department. If you are injured and unable to report the incident

immediately, then you should report the incident as soon as possible.

For additional information about any safety concern, please consult the Risk Management Department or the web site www.blounttn.org/risk.

Workplace Chemicals

The County maintains a Hazard Communication Program which includes lists of all chemicals with which you work which may in any way be hazardous. We also maintain copies of Material Safety Data Sheets (MSDSs) on each chemical, which explain how to safely work with that chemical, and a written description of our program. We will provide training before you are assigned to work with or be exposed to a chemical that OSHA has declared "hazardous" in any way. Before you start a job using chemicals, you should always read container labels or consult with your supervisor about the MSDS, including what, if any safety equipment you should use. You should evaluate any unusual or non-routine task for chemical hazards and approach your supervisor or manager if necessary. Immediately notify your supervisor of any chemical containers which are leaking, are unlabeled, or where you are uncertain of how to dispose of a chemical. If you buy new chemicals, always obtain a copy of the MSDS and give it to your supervisor before you use the chemical.

Garnishments and Levies

In the event that garnishment or similar proceedings are instituted against an employee, Blount County Government will deduct the required amount from the employee's paycheck.

Alcohol and Drugs Policy

Blount County Government has the responsibility to maintain a safe and efficient working environment. Employees who use drugs or who work while under the influence of drugs or alcohol presents a safety hazard to themselves and fellow employees. Moreover, the use of drugs and alcohol by employees limits their ability to perform their work with the highest amount of efficiency. The purpose of this policy is to ensure employees the right to work in a drug and alcohol free environment. Blount County Government will make an ongoing effort to maintain a drug free workplace. Employees are prohibited from being under the influence of drugs or alcohol, while on duty or on County property. Employees may not possess, sell, solicit, or receive illegal drugs or alcohol while on duty or on County property. The violation of this policy is grounds for immediate discharge.

The County reserves the right to require employees, while on duty or while on County property, to agree to inspections of all County property at any time. Searches of individual or personal property may be conducted as authorized by law. If an employee withholds consent to such an inspection, the County may discipline the employee, up to and including discharge.

The County reserves the right to conduct drug/alcohol testing in the following situations:

- An applicant for employment
- Where an employee has been involved in an accident on the job that resulted in, or could have resulted in, substantial injury to person or property
- Reasonable suspicion

If an employee tests positive for the use of drugs or alcohol, a confirmatory test will be given. If the employee also tests positive on the confirmatory test, the County may discipline the employee, up to and including discharge. If an employee refuses to submit to a drug test when requested, the

County may discipline the employee up to and including discharge.

Certain employees are subject to federally required DOT drug and alcohol testing. For those employees, compliance with the federally mandated testing program is a condition of employment.

This policy is for the benefit of all employees and cooperation with the policy is required. We believe the policy is necessary to ensure a safe and secure working environment for everyone at Blount County.

Tobacco Use

Pursuant to the Non-Smoker Protection Act, Tennessee Code, smoking is prohibited in enclosed areas of County property, including but not limited to, cafeteria, employee lounges, hallways, meeting rooms, offices, restrooms, and company vehicles (unless occupied solely by the operator). Smoking may take place only in designated unenclosed areas. Any violation of this provision may result in disciplinary action, up to and including termination.

Electronic Communications

This policy contains guidelines for the use, access, monitoring and disclosure of Electronic Communications created, sent, received, transmitted, or stored by employees using any County-provided communication system or equipment and employee-provided systems or equipment used either in the workplace or during working time. "Electronic Communications" include, among other things, messages, images or any other information contained in e-mail, voice mail, fax machines, computers, personal digital assistants, pagers, telephones, cellular and mobile phones, Intranet, or Internet. (In the remainder of this policy, all of these communication devices are collectively referred to as "Systems.")

Acceptable Uses of Our Systems: Employees may use Our Systems to communicate internally with co-workers or externally with constituents, suppliers, vendors, advisors, and other business acquaintances for business purposes. The County provides employees with access to our Systems to facilitate these business communications and to enhance productivity.

Management's Right to Access Electronic Communications: All Electronic Communications contained in County Systems are County records. Although each employee may have an individual password to access these Systems, the Systems belong to the County and the contents of the Systems and Electronic Communications conducted on the Systems are accessible by the County at all times for any business purpose. These Systems will be subject to periodic unannounced inspections and should be treated like other shared filing systems. The contents of our Systems will also be monitored by and disclosed to the County without further notice to employees. Thus, employees should not assume that Electronic Communications are confidential or private. Back-up copies of Electronic Communications in our Systems also will be maintained and referenced.

Personal Use of Our Systems: The County provides Systems to assist employees in the performance of their jobs. The County reserves the right and employees agree to permit the County to use, access, monitor and disclose all Electronic Communications on our Systems without regard to content. Since employees' personal communications and information can be accessed without advance notice, employees should not use our Systems for communication or information that employees would not want discussed with or known to third parties. For example, employees should not use the Systems for gossip; personal information about themselves or others; for

forwarding messages under circumstances likely to embarrass themselves or others; or for emotional responses to business correspondence or work situations. Employees also should not use these Systems for such purposes as soliciting for commercial ventures, religious or personal causes, outside organizations, or other similar, non-job-related situations.

Although incidental and occasional personal use of our systems that does not interfere or conflict with the County's business is permitted, personal communications in our Systems are treated the same as all other Electronic Communications, and will be used, accessed, monitored, and disclosed by the County at any time without further notice.

Employees may not install any software on any County-provided System or copy software from any County-provided System without the prior written permission of our Systems Supervisor. Involving the Systems Supervisor ensures that the County can manage the software on its Systems, prevent the introduction of computer viruses, and meet its obligations under any applicable software licenses and copyright laws. Computer software is protected from unauthorized copying and use by federal and state law. The unauthorized copying or use of computer software exposes the County and individual employees to substantial fines and/or imprisonment.

Forbidden Uses of Our Systems: Employees may not use our Systems in a manner that violates our No Harassment Policy, Equal Employment Opportunity Policy, or other County policies. Employees may not use our Systems in any way that may be seen as insulting, disruptive, obscene, offensive, or harmful to morale. Examples of forbidden transmissions include, among other things, sexually-explicit messages, images, cartoons, or jokes; propositions or love letters; ethnic or racial slurs; or any other message or image that may be in violation of our No Harassment policy.

In addition, employees may not use our Systems:

- to carry any defamatory, discriminatory or obscene material;
- in a manner that violates the terms of any telecommunications license or any laws governing transborder data flow including but not limited to laws dealing with data collection, protection, privacy, confidentiality and security;
- in connection with any attempt to penetrate computer or network security of any County or other system, or to gain unauthorized access or attempted access to any other person's Electronic Communications systems or equipment;
- in connection with any infringement of another person's intellectual property rights, including but not limited to copyrights; and,
- in connection with the violation or attempted violation of any law.

Electronic Forgery: Electronic forgery is defined as misrepresenting, disguising, or concealing your identity or another's identity in any way while using Electronic Communications; making changes to Electronic Communications without clearly indicating that you have made such changes; or using another person's account without prior written approval of the account owner and without identifying that you are the author. Electronic forgery is not allowed for any purposes.

Intellectual Property Rights: Employees must always respect copyrights and trademarks of third parties and their ownership claims in images, text, video and audio material, software, information, and inventions. Employees should not copy, use, or transfer proprietary materials of others without appropriate authorization. Downloaded software and other copyrighted material may be subject to licensing obligations or restrictions. Even when software is labeled “freeware” or “shareware” there may be retained licensing restrictions that prohibit or limit the usage or commercialization of such items. If questions arise in this regard, contact the Systems Supervisor. The County will cooperate with the copyright holder and legal officials in all copyright matters.

System Integrity, Security, and Encryption: All Systems passwords and encryption keys must be available to the County and employees may not use passwords that are unknown to the County. Employees may not install password or encryption programs without the written permission of our Systems Supervisor and without turning over encryption keys to their supervisor. Further, employees are prohibited from the unauthorized use of passwords and encryption keys belonging to other employees to gain access to the other employee's messages, information, or communications.

Consequences of Violations of the County’s Electronic Communications Policy: Violations of this Policy may result in disciplinary action up to and including **immediate termination of an employee’s employment, as well as possible civil liabilities or criminal prosecution.** Where the County deems it appropriate, we may advise legal officials or other appropriate third parties of any illegal violations. The County will cooperate in investigations conducted by legal officials or appropriate third parties. We will not, of course, retaliate against anyone who reports violations or assists with our investigation of possible violations of this policy.

Social Media Policy

We understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media. This policy applies to all employees.

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including but not limited to

- Social Networking Sites (Facebook, Google+, LinkedIn, etc)
- Microblogging sites (Twitter, Tumblr, Fliptr, etc)
- Video and Photo Sharing Website (Flicker, YouTube, SmugMug, Snapfish, Snapchat, etc.)

The term Social Media refers to the use of the web-based and mobile technologies to turn communication into interactive dialogue. Social Media substantially changes the way of communication between organizations, communities and individuals due to being easily accessible.

Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks that are involved. Keep in mind that any conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects citizens or Blount County’s legitimate interests may result in disciplinary action up to and including termination.

Whether or not you participate in social media, it is the policy of Blount County Government that employees who participate in commentary understand there are two levels of social media engagement:

- **Official use** - social media engagement on behalf of Blount County Government on sites where we have an official Web presence; and
- **Personal use** - day-to-day use of social media sites by employees, not related to official duties. Employees must be mindful that in their personal participation in social media sites, they must not present themselves as being the official position of Blount County Government. Finally, employees must be aware that misconduct committed on a social media site may result in appropriate discipline.

Personal use of social media while on government time is frowned upon. The detection of social media engagement while on government time may result in appropriate discipline. When using social media, whether on behalf of Blount County Government or on their own time, employees are bound by the Blount County Code of Ethics.

Workplace Violence Prevention Policy

Blount County Government is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, Blount County has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees should be treated with courtesy and respect at all times. No one other than law enforcement officials, carrying a weapon while in the course of their duties, may bring firearms, weapons, or other dangerous or hazardous devices of substance on the premises of Blount County Government.

Conduct that threatens, intimidates, or coerces another employee, or a member of the public will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by vendors, solicitors, or other members of the public. When reporting a threat of violence, the employee should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in danger. If you see or hear a commotion or disturbance near your work area, do not try to intercede or see what is happening.

Blount County Government will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, the County may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

Blount County Government encourages employees to bring their disputes or differences with other employees to the attention of their supervisor or the Human Resources Department before the situation escalates into potential violence. Blount County is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns.

Personal Appearance

Our professional atmosphere is maintained, in part, by the image we present to our constituents and vendors. We expect all employees to present a neat, well-groomed appearance and a courteous disposition. These qualities go further than any other factors in making a favorable impression on the public and your fellow workers. You should avoid extremes in dress. Flashy, skimpy or revealing clothing is unacceptable. Employees should dress in a businesslike manner. Good personal hygiene is also important in terms of our constituents’ favorable opinion and in terms of your respect for your fellow employees. Accordingly, employees are expected to come to work in a clean condition.

Grooming Standards

- Hair should be neat, clean and trimmed;
- Hair length, style and color should be appropriate for your job;
 - Any hair style which projects an unprofessional appearance should not be worn while working;
- Facial hair (for males) should be clean and neatly trimmed;
- Jewelry should be appropriate for the work setting, convey a professional appearance and should not be excessive;
 - Visible piercings should be limited to the ear;
 - No other body piercings that are visible are allowed;
- Refrain from wearing perfumes or using lotions with a strong odor which could be offensive to coworkers.
- Tattoos that are visible must be covered at all times during work hours.

Standards of Dress

Our dress code is intended to give employees the option of wearing business casual attire. This policy is an expression of trust in our employees’ judgement to dress in a manner reflecting the County’s image. The term “business attire” is subjective, meaning different things to different people, referring to more comfortable business attire, appropriate for the business environment. Some examples of appropriate and inappropriate attire are as follows:

Appropriate	Inappropriate
Pants	
<ul style="list-style-type: none"> • Skirts (no more than 2” above knee) 	<ul style="list-style-type: none"> • Sweatpants
<ul style="list-style-type: none"> • Slacks, khakis, capris 	<ul style="list-style-type: none"> • Shorts (depending on work environment)
<ul style="list-style-type: none"> • Jeans (acceptable on Fridays/more casual days) 	<ul style="list-style-type: none"> • Leggings worn as pants / jeggings

Shirts	
• Collared or golf shirts	• T-shirts*
• Oxford shirts	• Halter tops/tank tops
• Sweaters, blouses or dress shirts	• Crop tops, clothing showing midriffs
Shoes	
• Casual shoes	• Flip flops
• Loafers	• Athletic shoes/tennis shoes (acceptable for more casual days)
• Open-toe/open back shoes	

*T-shirts may be approved for specific events.

Certain staff members may be required to meet special dress, grooming and hygiene standards, such as wearing uniforms or protective clothing, depending on the nature of their job.

At the discretion of the department head, in special circumstances, staff members may be permitted to dress in a more casual fashion that is normally required. On these occasions, staff members are still expected to present a neat appearance and are not permitted to wear ripped, frayed or disheveled clothing or athletic wear. Likewise, tight, revealing, or otherwise workplace inappropriate dress is not permitted.

Employees are expected to observe our Personal Appearance Policy at all times while at work. Employees who report to work in unacceptable attire or appearance may be requested to leave work and return in acceptable attire or appearance. Such time off from work will be without pay for non-exempt employees.

Managers are responsible for insuring that employees project a professional image and adhere to our Personal Appearance Policy.

Workers' Compensation Policy

Any employee sustaining an injury or an illness during the course and scope of his or her employment which is determined to be compensable under the provisions of the Workers' Compensation Law shall be entitled to receive Workers' Compensation leave **after the seven day waiting period**. This leave shall not be counted against any accrued sick leave that the employee has accumulated. The employee is not permitted to substitute any other paid leave. Benefits that are receivable by the employee will be determined by the provision of the Workers' Compensation Law.

Leave Policies

Annual Leave / Vacation

If you are a Full-Time Regular Employee (including your introductory period), you are eligible for annual leave. The following guidelines currently apply:

- During the first year of employment five (5) days vacation leave may be taken after successfully completing the six (6) month introductory period, with supervisor approval.
- Upon the one year anniversary date, two (2) weeks vacation leave may be given to be taken with supervisor approval.

Example

Date of Hire ----- March 5, 2008
6 Months of Employment----- September 5, 2008
Eligible Vacation Days **after 6 months** ----- 5 days (1 week)
Anniversary Date of Hire (March 5, 2009) ----- Additional 5 days
On the following January 1st (Jan 1, 2010) ----- 10 days

1 – 10 years of Service
10 days or 2 weeks

11 – 15 years of Service
15 days or 3 weeks

16 plus years of Service
20 days or 4 weeks

Vacation leave is not accumulative and is not carried over into the following calendar year unless approved in writing by your supervisor due to operational demands.

Upon termination of employment, employees will be paid for the balance of their unused annual leave.

Annual Leave Scheduling

Leave requests are submitted electronically through Kronos. You must submit your annual leave request to your supervisor and receive approval prior to taking the leave.

Sick Leave Accrual

Full-time employees will receive full pay during incapacity caused by illness when accumulated sick leave is available, approved and taken. Employees may accumulate sick leave, however it is non-compensable upon the employee's termination of employment. In the event of death, a maximum of up to 30 days accumulated sick leave will be paid to the employee's estate. An employee may be paid up to 30 days of *accumulated* sick leave *immediately* prior to retirement without the need for a doctor's statement.

- Earning and Accumulating Sick Leave
 - Employees will earn one sick day per month of employment, beginning on the 1st of the month following the 31st day of employment.
 - Sick days will be allocated to the employees on the 1st of every month.
 - There is no maximum on the accumulation of sick days.
 - Accumulated unused sick days can be certified to be counted toward retirement credit with TCRS.

Use of Sick Leave

An employee may use sick leave for absence due to his or her own illness or injury or that of an immediate family member defined as:

1. The employee's spouse
2. The employee's parents
3. The spouses' parents
4. Children or children under legal guardianship of the employee and/or spouse

Sick leave may also be used for appointments with a licensed doctor, dentist or recognized practitioner.

Documentation of sick leave

Employees are required to notify their immediate supervisor prior to their scheduled start time of their need for sick leave. After three (3) consecutive days of absence, a doctor's excuse may be required. The Department Head may also request a doctor's statement anytime they deem necessary.

Exhaustion of sick leave

Employees who have used all of their accumulated sick leave will not receive financial compensation for additional days needed due to illness or injury. For any additional time needed, the employee will be considered on leave without pay unless the employee has vacation or comp time available. The employee may request the additional sick leave be credited against the vacation or comp time.

Sick Leave Bank Guidelines/Procedures

The purpose of the Employee Sick Leave Bank is to provide sick leave to full-time employees of Blount County Government who have suffered a qualifying personal illness, injury or disability. All full-time employees of Blount County Government who are entitled to sick leave under the Sick Leave Policy will be eligible to participate in the Sick Leave Bank provided they meet the requirements:

1. Worked for one (1) continuous year.
2. Have a minimum of six (6) accumulated sick leave days.
3. Three (3) days of sick leave will be deducted from his or her personal accumulation and deposited to the Sick Leave Bank.

Employees electing to participate will do so during the month of November with the effective date of January 1st. Donations of sick leave to the Sick Leave Bank are non-refundable and non-transferable.

If at any time the number of hours in the Sick Leave Bank is less than one (1) day per member, the Trustees will assess each member one (1) or more (up to a maximum of 3) days of accumulated sick leave. If a member has no accumulated sick leave at the time of assessment, the first earned day(s) will be donated as they are accrued by the employee.

By written notice to the Trustees, a member may withdraw from the Sick Leave Bank participation on December 31st. Membership withdrawal, however, will result in the forfeiture of all days

contributed. Members of the Sick Leave Bank will be eligible to apply to the Bank for sick leave, only after having been a member of the Bank for thirty (30) calendar days.

Use of the Sick Leave Bank is restricted to illness, surgery or accident resulting in an absence of ten or more consecutive working days. A member must first utilize accumulated vacation or sick leave per the following schedule, before receiving leave from the Sick Leave Bank:

Vacation-	Member's available time must be reduced to forty hours
Sick leave-	Member's available leave must be reduced to three days

After utilizing the Member's available vacation and sick leave as indicated above, and any available comp time and personal days, receipt of leave from the Sick Leave Bank may begin.

Granted leave from the Bank, approved by the Trustees, will be awarded as needed not exceeding twenty (20) working days for which the individual applicant would have otherwise lost pay. Applicants may submit requests for an extension of such leave grants before or after prior grants expire. The maximum number of days any participant may receive in any fiscal year, which presently begins on July 1 and ends on June 30, is sixty (60). In the event a member is physically or mentally unable to make a request to the Sick Leave Bank for use of sick leave days, any member of the immediate family or agent may file the request.

A physician's statement stating that the illness or accident will require more than a ten (10) day absence is **required** as a part of the application to receive sick leave days from the Sick Leave Bank. Also, a physician's statement of condition is required from any member requesting additional leave beyond the first twenty (20) days. Refusal to comply will result in denial of the pending request for use of sick leave days from the Bank.

Sick leave granted to a member from the Sick Leave Bank need not be repaid by the individual except at such time as it is deemed necessary to uniformly assess all members.

Grants of sick leave from the Sick Leave Bank will not be made to any members on account of elective and or cosmetic surgery, or illness of any member of the participant's family, or during any period the member is receiving workers' compensation.

A member will lose the right to obtain the benefits of the Sick Leave Bank by:

- (a) Resignation or termination of employment with Blount County Government;
- (b) Cancellation of participation which is effective on January 1st next;
- (c) Refusal to honor such assessment as may be required by the Trustees;
- (d) Retirement;
- (e) Any documented proof of fraud or misrepresentation of facts in making application for use of sick leave from the Sick Leave Bank; or
- (f) Changing to part-time employment status. (29 hours or less per week)

Sick leave used from the Sick Leave Bank shall not constitute creditable service for sick and annual leave accrual or for longevity purposes. The Board of Trustees may vote to expel any member if the member is found to have violated any of the provisions set forth herein.

Any member who receives Sick Leave Bank benefits through the use of fraud or any misrepresentation of facts shall be liable for the reimbursement of all salary and benefits expended by the bank. In the event the Sick Leave Bank is dissolved, the total number of days on deposit shall be returned to the participating members and credited to their personal sick leave accumulated in proportion to the number of days each has contributed individually. Days returned under this section and credited to the individual participants accumulation shall be rounded to the nearest one-half (1/2) days.

Personal Leave

After successful completion of the 6 month introductory period, all full-time regular employees may be entitled to three (3) days of paid personal leave per year. ~~Personal leave may not be used to extend vacation or holiday time and all three days may not be taken at one time.~~ Personal leave is not accumulative and may not be carried over into the following calendar year. The only exception is during the first year of employment (defined as anniversary year) up to 3 days of personal leave time may be carried over, if approved, into the following calendar year.

Example

<u>Date of hire</u>	<u>Completion of introductory period</u>	<u>Eligible</u>
March 2, 2008	September 5, 2008	3 days

You will be eligible for three (3) days personal leave after six (6) months of employment and then the following January, the employee is entitled to three days personal leave annually.

~~The scheduling/use of personal leave is approved at the discretion of the Elected Official/department head.~~

Earned but unused personal days are not paid upon separation of employment.

Bereavement Leave / Funeral Leave

In the case of death in the employee's immediate family, (immediate family defined as the spouse, parents, spouses' parents, children, brother, sister, grandparents, grandchildren, and spouses' grandparent) the employee can be given up to three (3) working days paid bereavement leave. If additional leave is needed up to two (2) sick days may be used. The Department Head may request the employee to provide written documentation indicating the name of deceased, relationship to employee and dates of bereavement leave.

Holidays

Blount County publishes a holiday schedule each year to be uniformly observed, unless otherwise determined by the Elected Official/Department Head to avoid interruption of a public service. Full-time, regular and introductory employees who are not required to work on the holiday will receive their regular rate of pay for the day. If a holiday falls within an employee's scheduled vacation period, vacation time will not be charged for the holiday. Non-exempt employees required to work the holiday will be compensated with holiday pay, (time and a half) unless otherwise specified or provided for.

A non-exempt employee must work the day before and the day after a holiday to be paid for the holiday, unless prior approval for the absence was granted.

Part-time employees are not eligible to receive holiday pay.

Leave of Absence

All full-time regular employees may be granted a period of personal leave without pay wholly at the discretion of the Officeholder or Department Head.

- Leave of absence must be requested in writing to your Department Head. This request should be made long enough in advance to provide the supervisor time to assess workload and consider planned leave of other employees. Your Department Head reserves the right to deny or cancel leave of absence.
- Officeholders may elect not to allow leave of absence within their department. Check with your supervisor first to find out whether leave of absence is allowed within your department. Where leave of absence is allowed, it must be approved in writing, and the written approval must be given to the Payroll Department along with the employee's time sheet.

Family Medical Leave Act (FMLA)

Blount County offers leave under the Family Medical Leave Act (FMLA) for eligible employees.

Eligibility: If you have worked for at least one year and for 1,250 hours during the twelve (12) month period preceding the request, you are eligible to take up to twelve (12) weeks of unpaid leave annually when the absence is necessitated by any of the following circumstances:

- the birth or placement for adoption or foster care of a son or daughter;
- your own serious health condition that prevents you from performing the essential functions of your job; or
- the serious health condition of a son or daughter, parent, or spouse if you are needed to help provide care.

Applications: Applications (available in the Human Resources Department) for FMLA leave must be submitted in writing. Applications should be submitted at least thirty (30) days before the leave is to start, or as soon as possible if leave is not foreseeable. You should provide the County with an appropriate medical certification when you request FMLA.

Certification: If you request leave for your own serious health condition, or to care for the serious condition of a son or daughter, parent or spouse, you may be required to provide Blount County with certification by a treating healthcare provider. Healthcare Provider Certification Forms are available from the Human Resources Department.

Measuring: Blount County has chosen the "measured forward" method that entitles you to 12 weeks of leave during the year beginning on the first date the FMLA leave is taken after the previous 12-month period ends.

Example: The 12-month period begins Sept. 1, 2007 if that is the first day of FMLA leave. If you exhaust all of your FMLA leave, the next date when you could again take FMLA leave would be Sept. 1, 2008.

Intermittent or Reduced-Time Leave: FMLA leave can be taken on an intermittent or reduced-time basis under certain circumstances. You may request intermittent or reduced leave for the following reasons:

- When medically necessary to care for a seriously ill family member, or because of your own serious health condition.
- For the birth or placement of a child for adoption or foster care. Intermittent or reduced time leave shall not exceed 12 weeks combined if both spouses are employed by the County.

Only the amount of leave actually taken while on intermittent/reduced schedule leave may be charged as FMLA leave. If you need intermittent/reduced schedule leave for planned medical treatment, you should work with your supervisor to schedule the leave so it does not unduly disrupt the department's operations.

The County may, in its sole discretion, temporarily transfer an employee on intermittent leave to an alternative job with equivalent pay and benefits that accommodate recurring periods of leave better than the employee's regular job.

Serious Health Condition: "Serious health condition" means an illness, injury, impairment, or physical or mental condition that involves:

- any period of incapacity or treatment connected with inpatient care (i.e. an overnight stay) in a hospital, hospice, or residential medical care facility; or
- a period of incapacity requiring absence of more than three calendar days from work that also involves continuing treatment by (or under the supervision of) a healthcare provider; or
- any period of incapacity due to pregnancy, or for prenatal care; or
- any period of incapacity (or resulting treatment) due to a chronic serious health condition (e.g. asthma, diabetes, epilepsy, etc.); or
- a period of incapacity that is permanent or long-term due to a condition for which treatment may not be effective (e.g. Alzheimer's, stroke, terminal diseases, dialysis, etc.), or,
- any absences to receive multiple treatments (including any period of recovery) by, or on referral by, a healthcare provider for a condition that likely would result in incapacity of more than three consecutive days if left untreated (e.g. chemotherapy, physical therapy, dialysis, etc.).

Medical/Dental Insurance Premiums: During FMLA leave, the County will continue to pay its portion of the medical/dental insurance premiums and you must continue to pay your portion of the premium. Your contribution of insurance premiums should be paid continually according to your pay periods (i.e. semi-monthly).

If you do not return to work at the end of FMLA leave, you may be required to reimburse the County for payment of insurance premiums, unless you do not return because of the presence of a serious health condition which prevents you from performing your job or circumstances beyond your control. You may then choose to elect COBRA coverage. Sufficient notice will be given to you at the end of FMLA when and if this event occurs. You will be responsible for any other elected contributions while out on FMLA.

Accrued Leave: You are required to use your available vacation time during FMLA leave, and available sick days will be used when family leave is taken because of serious health conditions. Accrued leave and FMLA leave are used at the same time; you do not take your accrued leave first and then take FMLA.

During FMLA leave; if unpaid, you will not accrue employment benefits, such as vacation pay, sick pay, pension, etc. Employment benefits accrued up to the day on which the family leave of absence begins will not be lost.

Return to Work: Upon returning from a family and medical leave, eligible employees will normally be restored to their job, or an equivalent job with equivalent pay, benefits, and other employment terms and conditions. However, an employee does not continue to accrue additional benefits such as personal leave and vacation, for example, while on family and medical leave.

Use of family and medical leave cannot result in the loss of any employment benefit that employees earned or were entitled to before using family and medical leave.

When you are on FMLA leave, you must periodically report (if possible) to your supervisor or Department Head on your status and indicate when you intend to return to work. Appropriate forms must be submitted to Human Resources to initiate FMLA leave or to return to active status.

Extensions: Family and medical leave is available for up to 12 weeks. The County may, in its discretion, approve an extended personal leave without pay beyond that time. Any such leave will not be job protected. Requests for extended personal leave should be submitted to the Human Resources Department, and whenever possible, should be submitted two weeks in advance of the previously scheduled return to work date.

Maternity Leave

Pregnancy, childbirth, and related conditions will be treated the same as any other temporary medical disability with regard to leave policies. Leave is available under the same terms and conditions as for other similar purposes, for a period not to exceed four (4) months which is counted as part of Family Medical Leave (*see Family Medical Leave*)

1. the employee must have been employed by the County for at least twelve (12) consecutive months as a full-time employee;
2. in cases of adoption or foster care, the child must be under the age of one (1) year at the time of placement;
3. the employee must give the County at least three (3) months advance notice of the anticipated date the leave is to begin, except in cases of emergency; the entitlement to leave begins on the date of birth or placement, and ends six weeks thereafter.

Parental Leave

An employee who has been employed by Blount County Government for at least twelve (12) consecutive months as a full-time employee, may be absent from employment for a period not to exceed four (4) months in connection with pregnancy and childbirth. If you become eligible for leave under this policy and the Family and Medical Leave policy, the leave counts against your entitlement under both

laws. The specific content of the Tennessee Parental Leave Act found at T.C.A. § 4-21-408 is reproduced as follows:

Leave for adoption, pregnancy, childbirth and nursing an infant:

Employees who have been employed by the same employer for at least twelve (12) consecutive months as full-time employees, as determined by the employer at the job site or location, may be absent from such employment for a period not to exceed four (4) months for adoption, pregnancy, childbirth and nursing an infant, where applicable, referred to as "leave" in this section. With regard to adoption, the four-month period shall begin at the time an employee receives custody of the child.

Employees who give at least three (3) months' advance notice to their employer of their anticipated date of departure for such leave, their length of leave, and their intention to return to full-time employment after leave, shall be restored to their previous or similar positions with the same status, pay, length of service credit and seniority, wherever applicable, as of the date of their leave.

Employees who are prevented from giving three (3) months' advance notice because of a medical emergency that necessitates that leave begin earlier than originally anticipated shall not forfeit their rights and benefits under this section solely because of their failure to give three (3) months' advance notice.

Employees who are prevented from giving three (3) months' advance notice because the notice of adoption was received less than three (3) months in advance shall not forfeit their rights and benefits under this section solely because of their failure to give three (3) month's advance notice.

Leave may be with or without pay at the discretion of the employer. Such leave shall not affect the employees' right to receive vacation time, sick leave, bonuses, advancement, seniority, length of service credit, benefits, plans or programs for which the employees were eligible at the date of their leave, and any other benefits or rights of their employment incident to the employees' employment position; provided, that the employer need not provide for the cost of any benefits, plans or programs during the period of such leave, unless such employer so provides for all employees on leaves of absence.

If an employee's job position is so unique that the employer cannot, after reasonable efforts, fill that position temporarily, then the employer shall not be liable under this section for failure to reinstate the employee at the end of the leave period.

The purpose of this section is to provide leave time to employees for adoption, pregnancy, childbirth and nursing the infant, where applicable; therefore, if an employer finds that the employee has utilized the period of leave to actively pursue other employment opportunities or if the employer finds that the employee has worked part-time or full-time for another employer during the period of leave, then the employer shall not be liable under this section for failure to reinstate the employee at the end of the leave.

Whenever the employer shall determine that the employee will not be reinstated at the end of the leave because the employee's position cannot be filled temporarily or because the employee has used the leave to pursue employment opportunities or to work for another employer, the employer shall so notify the employee.

Nothing contained within the provisions of this section shall be construed to:

- Affect any bargaining agreement or County policy that provides for greater or additional benefits than those required under this section;
- Apply to any employer who employs fewer than one hundred (100) full-time employees on a permanent basis at the job site or location; or
- Diminish or restrict the rights of teachers to leave pursuant to title 49, chapter 5, part 7, or to return or to be reinstated after leave.

Military Leave

The County allows employees who require time off from work to fulfill military duties to meet those commitments. Employees with such commitments are expected to notify their immediate supervisor and to provide the County with a copy of the orders as soon as possible. We ask that you be sensitive to the County's needs when scheduling military duty or training.

Jury Duty or Court Appearance

When you must miss work due to jury or witness duty, you will be excused from your job. Notice must be given to your direct supervisor. Witness duty must pertain to job-related business for excused absence with regular pay. This also includes if subpoenaed to court on non-work related issues.

~~If you are paid your regular salary, you are required to submit to the Payroll Department any pay you receive from the court for jury duty. This does not include witness fees and expenses paid from other sources.~~

Employees who work day shift, and whose jury service was under three hours, are expected to return to work upon being released from service. Employees who work second or third shift are excused from the shift before their first day of jury duty, and if they have served for 3 hours or more on the day they are released, are also excused from the first shift that follows their release from jury duty.

Voting Leave / Elections

In accordance with Tennessee State Law, if you are entitled to vote in an election held in this state, you may be absent from work on the day of the election for a reasonable amount of time, not to exceed three (3) hours.

If your shift begins three (3) or more hours after the opening of the polls or ends three (3) or more hours before the polls close in the county in which you live, this leave does not apply to you.

If you need to take leave for voting, the leave must be arranged with your direct supervisor before 12:00 noon of the day before the election. Your supervisor may select the hours during which you may be absent for voting.

Employee Benefits

Benefits Eligibility

You are currently eligible for benefits when you work a minimum of thirty (30) hours per week. These benefits include: medical coverage, dental coverage, and supplemental benefit options.

If your hours drop below thirty (30) hours per week on a regular basis you will lose eligibility for medical/dental and other insurance coverage. You and all covered dependents will be offered COBRA. You are responsible to list only dependents that are eligible for coverage as defined by the plan rules. If a covered dependent becomes ineligible based on the plan rules, it is your responsibility to notify Human Resources immediately.

Benefits Effective and Termination Dates

Benefits begin the 1st of the month after the 31st day of employment. For example, if you were hired on January 18th your coverage will begin on March 1st.

Because benefit premiums are paid current, the termination effective date for benefits is based on the number of paychecks received in a month. For example, if you receive 1 check during the month in which your employment terminates, your benefit coverage will end on the 15th of the month. If you receive 2 or more checks during the month, your benefit coverage will end on the last day of the month.

Medical/Dental Coverage

Currently you must enroll for coverage within thirty (30) days of employment or an eligible qualifying event. Temporary employees, seasonal employees, and interns are not eligible for medical/dental coverage. Complete benefit packets are provided at new hire orientation. Additional packets may be obtained by contacting Human Resources.

Information about the current medical/dental plan and premiums is available from Human Resources or on the web site www.blountn.org/hr.

Identification Cards

If you enroll in benefits, identification cards will be mailed to your home address.

Annual Open Enrollment Period

Medical/dental plans, benefit designs, eligibility rules, and premiums are subject to change each plan year based on the previous year's claims experience. Announcements concerning changes for the upcoming plan year are made during the annual open enrollment period each fall. You are required to review your notices, home mailings, and department memos for information about the benefits for the upcoming year. Typically, the enrollment/change period occurs in the fall of each year. It is your responsibility to stay informed of benefit changes.

Benefit Premiums/Payroll Deductions

You are responsible for reviewing your paycheck to ensure the appropriate benefit deductions have been taken. Deductions from your paycheck will begin the first pay period of the month in which your coverage starts. Your benefit deductions will be taken out of 24 pay periods per year. If you miss a paycheck due to work absence or unpaid time, it is your responsibility to contact Human Resources to make payment arrangements.

COBRA

If you lose insurance coverage due to termination of employment, a reduction in work hours, or other qualifying event, you and your covered dependents may be eligible to continue coverage through COBRA.

For a full explanation of COBRA terms and eligibility, contact Human Resources or refer to the "General COBRA Notice" received at time of enrollment.

Employee Assistance Program (EAP)

Blount County Government is very concerned with the physical and emotional well-being of its employees and their families. The Employee Assistance Program (EAP) provides free and confidential counseling and information to employees and their immediate families who are dealing with difficult issues.

If you have questions about the EAP or would like more information regarding any of the programs, contact Human Resources.

Flexible Spending Accounts

Flexible spending accounts allow an employee's medical out-of-pocket expenses and dependent day care expenses to be paid with "before tax" dollars. If you elect this benefit, you choose a dollar level based on your individual or family needs and a portion of this amount is deducted from each paycheck. The maximum is \$2,550 on FSA and \$5,000 on dependant daycare annually.

You do not have to be enrolled in Blount County's medical plan in order to participate in a flexible spending account. You may enroll during the annual open enrollment period. Re-enrollment is required each year to continue participation.

Change in Status

You are required to report personal changes and/or changes in work status to Human Resources within thirty (30) days of any status change. This includes:

- dependent status change,
- address change,
- divorce,
- marriage,
- birth or adoption,
- reduction in work hours, or
- any other change that could affect benefit plan eligibility.

Supplemental Benefits

Currently Blount County offers supplemental voluntary benefits you may purchase such as: long term disability, short term disability, accident, term life, whole life, cancer, critical illness, vision. Along with 457 and 403(b) plans. These additional benefit options can be administered through payroll deduction. Information on these products is provided at orientation and during the annual open enrollment period. For more information on these products contact Human Resources.

Workers' Compensation

If an employee experiences an on-the-job injury or illness the employee is required to:

- Report the incident to the supervisor immediately.
- Ensure that the supervisor completes the First Report of Injury form provided by the State of Tennessee.
- Select a physician by completing the Employee's Choice of Physician form provided by the County.
- If an employee requires emergency medical treatment, the employee should go to the nearest emergency room of their choice. If the situation is warranted contact the local ambulance service for transport. Notification to Risk Management should be made as soon as possible. If there is a follow up appointment required after the initial visit to the emergency room, the injured worker needs to choose a physician from the Employee's Choice of Physicians form. The injured worker is not authorized to return to the emergency room for follow up treatment (i.e. removal of stitches, change of injury dressing, etc.).

If the claim is deemed compensable, Risk Management or the County's third party administrator will schedule the initial appointment with the medical provider selected. You or your supervisor are not authorized to schedule the initial appointment with a medical provider for Workers' Compensation injuries.

The injured worker is required to attend all scheduled appointments with the authorized treating physician and/or approved physical therapist. If you need an appointment rescheduled, notify Risk Management and they will reschedule it for you.

It is the injured workers' responsibility to notify their supervisor and Risk Management if the authorized treating physician instructs to not to return to work, or to return to work with restrictions by providing the forms from the physician. It is also the injured workers' responsibility to notify their supervisor and Risk Management when the physician releases the injured worker to full duty by providing the forms from the authorized treating physician.

In the event that the restrictions assigned by the authorized treating physician cannot be met within the department, Risk Management may offer the injured worker Alternate Duty. Alternate Duty is a temporary job assignment that will accommodate the injured workers' restrictions assigned by the authorized treating physician. Modified duty will be offered to the injured worker upon availability. The alternative job duties will be productive and valued work that can be performed safely and without risk of re-injury or aggravation to the disability, or risk to other employees.

Copies of all paperwork, including return to work forms, must be turned in to your supervisor and Risk Management.

If you are released to return to work with restrictions from your physician, and Blount County is able to provide you with a job that meets those restrictions, you are required to return to work and complete the assigned tasks.

Life insurance

Currently Blount County provides Life Insurance to employees who work at least 30 hours per week on a regular basis. The County provides (1) one times the employee's salary, up to a maximum benefit of \$50,000; the coverage is two (2) times the amount for accidental death.

The plan document is available in the Human Resources Office or on the HR web site at www.blounttn.org/hr.

Tennessee Consolidated Retirement Systems (TCRS)

Membership:	Employed six months (full-time) to be a member
Contribution Requirement:	Five percent of salary
Vesting:	Vesting rights after 5 years of service <i>(A vested member is one who has accrued enough years of service to guarantee a retirement benefit once age requirements are met)</i>
Refunds:	Upon separation of employment, participants may apply for a refund of account balance. Federal withholding tax requirements apply to early withdrawals.
Benefit Eligibility:	Age 60 or 30 full years of service for unreduced benefits Age 55 for reduced benefits.
Benefit Eligibility (Sheriff's Office-Post Certified Personnel):	Age 55 with 25 years of creditable service.
Average Final Compensation:	The average of the five highest consecutive years of salary, which cannot exceed 75% of average final compensation.

Contact the Human Resources Department for additional information.

Tuition Reimbursement

Tuition reimbursement is a plan which offers financial assistance to an employee who takes college-level courses directly related to his/her work or to a position the employee might conceivably be considered for in the future and which is likely to increase his/her value to the County. This program is not specifically intended to support a full-time course of study, but is designed to enhance the quality of work that the individual brings to the job. It is provided to those employees classified as regular full-time who have satisfactorily completed one year of continuous service. To receive reimbursement under this policy, an employee must agree to continue in employment with Blount County for at least one year from the date of completion of the course(s) being reimbursed and to return the reimbursement if the employee does not continue employment for at least one year. Tuition Reimbursement is available when the following requirements have been met:

- A. Courses are job-relevant, college-level courses taken at an institution that is accredited

(as recognized by the US Department of Education, Office of Postsecondary Education), found at <http://www.ope.ed.gov/accreditation/search.asp>, and must be on a for-grade basis and printed out and attached to the approval form. Courses taken on a pass/fail or audit basis that are job-relevant, or are required for a degree program that is job relevant, may be eligible for tuition reimbursement; however, such courses must be presented to his/her immediate supervisor and then to the Department Head/Elected Official of the employee for consideration and approval. It is the responsibility of the employee making the request to make it clear on his/her pre-approval form that the course is pass/fail or is on an audit basis.

B. Employee has submitted a Tuition Reimbursement Form for pre-approval to his/her immediate supervisor. The Department Head/Elected Official will review the pre-approved form to determine whether or not the course is eligible for reimbursement. Tuition Reimbursement Forms are available on the Blount County web site/Human Resources Department. Failure to obtain pre-approval from his/her immediate supervisor may result in denial of the tuition reimbursement request.

C. Upon completion of the course, the employee must submit proof that he/she has received a grade of C or better if a course was taken on a for-grade basis, or the employee must submit written proof from the instructor and/or sponsor that the employee satisfactorily completed a course on a pass/fail and/or audit basis. Proof must be submitted by official transcript, delivered unopened by the employee or sent directly from the school. The employee must also submit the itemized tuition receipt verifying cost and payment of tuition. This receipt must show a listing of all costs by item (e.g. maintenance/tuition, activity fee, etc.) must show the dates the fees were assessed and paid, must show payment amount(s) and method of payment (e.g. check, credit card, financial aid, etc.), and must indicate a zero balance on the account. Submission for completed course will be returned to the Department Head/Elected Official of the employee for review and forwarded to the Accounting Department for reimbursement. Copies of completed course work will be placed in the employee's training and/or personnel file.

D. The employee affirms that he/she has not been totally reimbursed for this approved educational training by some other funding source. Persons being supplemented under any other program(s) (e.g. state supplements, G.I. Bill, scholarships including the Tennessee Education Lottery Scholarship program, government funding, etc.) are only eligible for benefits under Blount County Government's reimbursement program for the difference between the cost of the approved training and any other funding source(s) up to the maximum reimbursement cap of \$1,800 per fiscal year, \$600 per semester or \$450 per quarter.

E. Employees will not be reimbursed for late fees, cost of books, service fees, technology fees, athletic fees. Employees will be reimbursed for maintenance/tuition fees upon submission of a transcript as follows:

<u>For Grade Basis</u>	<u>% Reimbursement</u>
A	100%
B	90%
C	80%
Below C	No Reimbursement
Pass/Fail or Audit	50% Undergraduate Coursework 100% Graduate Coursework

By January, an employee who intends to take courses must have forms in before the start of the next fiscal year. Approval forms must be completed prior to the start of each semester. Each approval must have the authorization of the Department Head/Elected Official to ensure funds are available for reimbursement. The Elected Official may suspend tuition reimbursement at any point due to lack of funding. Any violation of this policy or procedure will result in the employee refunding all tuition back to Blount County and will be considered a serious violation.

Professional Development Courses

Professional development courses paid by Blount County will follow the same procedure for pre-approval by the immediate supervisor and the Department Head/Elected Official. Completed course documentation (certifications, transcripts, etc.) will also be placed in the training/personnel file. To encourage all employees to become more computer literate, Blount County will reimburse employees under this policy for the successful completion of up to one non-accredited computer course per year taken during non-work hours. The course must be approved in advance on the Tuition Reimbursement Form by the Department Head/Elected Official as cost effective and appropriate for education in standard computer software skills. This provision does not apply to or have any effect on computer training that a department may approve and fund during work hours.

DRAFT

Employee Handbook Acknowledgment Form

I acknowledge I have received, read, and understand the policies outlined in the Blount County Government Employee Handbook. I agree to conform to the rules and regulations of Blount County Government as described in the handbook which is intended as a guide to human resources policies and procedures.

I understand the County has the right to change the handbook without notice. It is understood that future changes in policies and procedures will supersede or eliminate those found in this book, and that employees will be notified of such changes through normal communication channels.

I also understand and agree that the information contained in this handbook does not constitute an employment contract between Blount County Government and me, and that either I or Blount County may terminate our employment relationship at any time, with or without cause.

I understand no manager or representative of Blount County has any authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the foregoing.

I hereby acknowledge that neither this manual nor any of the policies or statements contained herein constitutes a contract nor guarantee of employment and that I am an employee-at-will.

Employee Signature: _____

Date: _____

Employee Name (please print): _____

CIRCUIT COURT CLERK

*2016 SUPPLEMENTAL
POLICIES AND
PROCEDURES*

Blount County
Circuit Court Clerk's Office

Policies

Tom Hatcher
Circuit Court Clerk

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Introduction

The following policies and procedures have been created by the Circuit Court Clerk's office. These are **in addition** to the County Employee Handbook. None of the guidelines are intended to give rise to contractual rights or obligations. These guidelines are subject to modification, amendment, or revocation by the Circuit Court Clerk at any time, without advance notice.

Blount County Circuit Court Clerk's Office Mission Statement

The Circuit Court Clerk's Office strives to promote a high standard in the Judicial System as we provide courteous and efficient service to the Citizens of Blount County, judges, attorneys, law enforcement agencies, and all people having business with the Courts.



Code of Ethics

Office Etiquette

While the Circuit Court Clerk's Office is a public office, the citizens of Blount County are entitled to not have their business discussed with other people. Employees are expected to not discuss office business outside the office. Gossip will not be tolerated. Employees are expected to work harmoniously with their fellow employees. No negative or derogatory remarks are to be made about fellow employees. Employees are expected to treat customers with courtesy and consideration. Telephone conversations are to be friendly and professional. If a customer is unruly, refer them to your office administrator.

Workplace Harassment

Blount County believes that you should be provided with a working environment free from harassment. It is the policy of Blount County Government that verbal or physical conduct by any employee that harasses, disrupts, or interferes with another's work performance or that creates an intimidating, offensive, or hostile environment will not be tolerated.

If you believe you are being subjected to sexual racial, religious, national origin, age, disability, or political harassment, or believe you are being discriminated against, you must bring this to the Circuit Court Clerk's attention. The nature of harassment often makes it impossible to detect unless the person being harassed registers his or her discontent with the appropriate authorities. You have a responsibility to report or complain as soon as possible to either your office administrator, the Deputy Chief of Personnel, the Chief Deputy, or to the Circuit Court Clerk.

All complaints of harassment must be investigated promptly and impartially, with confidentiality maintained to the greatest extent possible. In all cases, you will be advised of the findings following the investigation.

Any employee or administrator who is found to have engaged in harassment of another employee will be subject to appropriate disciplinary action, up to and including discharge.

Secondary Employment

Employees that are already working or contemplating secondary employment are required to fill out a secondary employment form and submit to the Deputy Chief of Staff. This is to ensure that there is no conflict of interest.

Financial Interest

Employees of the Circuit Court Clerk's Office will not have any financial interests in the profits or personally profit directly from any contract, purchase, sale, service, or other work performed by Blount County. Employees may not accept any free or preferred service, benefits, or concessions from any person or company which person or company could in any manner directly or indirectly profit from action or inaction by Blount County.

Political Activity

No campaigning for any candidate will be allowed during office hours. No public displays of campaign advertisements will be allowed on your person or work area during business hours.

Classification and Compensation

Office Hours

The office will be open from 8:00 a.m. to 4:30 p.m., Monday through Friday.

Work Hours

Each employee will be paid on a bi-weekly basis. Employees may choose to work a flex schedule as designated by the Circuit Court Clerk as long as it does not affect the office coverage. Any deviation from your assigned work schedule must be submitted in writing for prior approval and will only be permitted at the discretion of the Circuit Court Clerk.

Example 1 straight schedule with one hour lunch (37.5 hours)

Monday through Friday 8:00 AM – 4:30 PM

Example 2 four day work week with one hour lunch (37.5 hours)

Week 1 Monday through Wednesday 7:00 AM – 5:30 PM
Thursday 7:00 AM – 5:00 PM, Friday -Off

Week 2 Monday, Wednesday, Thursday 7:00 AM – 5:30 PM
Friday 7:00 AM – 5:00 PM, Tuesday – Off (day off will be determined by your administrator to ensure the proper coverage of the office)

Exception: At the Clerk's discretion, employees with individual work hardships may be permitted to work 8:00 AM to 4:30 PM Monday through Friday.

Holiday Exception: Employees on a four day work week will work 8:00 AM – to 4:30 PM on Holiday weeks (No rotation days taken during those weeks)

In order to cover increased vacation scheduling, a straight schedule will be worked the week of Thanksgiving thru the end of the year. This can be changed at the Circuit Court Clerk's discretion.

Exception: Employees attending a conference or class lasting two days or more will follow the same directives as the Holiday Exception.

Lunches and Breaks

No employee should work through their lunch break; however, working through the lunch break will be permitted for an unusual or special circumstance with prior permission of the employee's office administrator. Employees lunch times will be scheduled by their office administrator. Employees may take one (1) ten (10) minute break before and after lunch. Such rest periods will be considered a privilege and not a right, and will never interfere with proper performance of the work responsibilities and work schedule of each department. Break time will not reduce working time under F.L.S.A.

Exempt Employees

Some administrative positions will be designated as Exempt. Exempt employees do not accrue compensatory time for hours greater than forty (40) per calendar week. Although exempt employees do not accrue compensatory time, the Circuit Court Clerk has the authority to grant incidental leave. The incidental leave depends on need, the employee's performance, departmental workload, and the Circuit Court Clerk's discretion.

Non Exempt Employees

Non-Exempt employees are full time employees that are not administrative. They are eligible for compensatory time accrued for hours greater than forty (40) hours per calendar week.

Compensatory Time

Compensatory time is any time worked over forty (40) hours in one week and will be calculated as time and a half. This time needs to be **pre-approved** by your office administrator. Each department administrator should keep a record of comp time worked on their weekly attendance sheet. Comp time not taken during a calendar year will be carried over to the following year. All employees of the Circuit Court Clerk's office are limited to a total of thirty-seven and one half (37.5) hours of comp time.

Overtime Pay

No overtime will be paid unless approved by the Circuit Court Clerk.

Working Before/After Regular Hours

You may not voluntarily begin work early, work after hours, or extend your workday for the purpose of accumulating compensatory time. Prior approval from your immediate administrator is required for any adjustment to the work schedule.

Part-time or Temporary Employees

Part-time and temporary employees do not accrue any vacation or leave. Some positions will be designated as part-time or temporary. Part-time and temporary employees that become permanent full-time employees may count up to fifty percent (50%) time worked depending on the department head's discretion (toward service for vacation and personal calculation purposes only).

Termination Pay

An employee, whose services are terminated, either voluntarily or involuntarily, will be paid for all regular earnings which are due and accrued, plus all accrued vacation time and compensatory time. The employee will not be compensated for any unused personal or sick leave days. In the event of death, the amount owed to the employee will be paid to the employee's estate or to the surviving spouse as may be required by law.

Performance Reviews

An informal review will be done on each employee six months prior to their anniversary date and a formal review will follow prior to their anniversary date. This can be changed at the discretion of the Circuit Court Clerk. Additional periodic reviews may be given if determined necessary. A new employee will have a review at (3) months and six (6) months during their introductory period.

General Personnel Policies

Attendance

A. General

Punctual and regular attendance is an essential responsibility of each employee in the Circuit Court Clerk's office. Any tardiness or absence causes problems for fellow employees and office administrators. When an employee is absent, others must perform the work, which diminishes the smooth functioning of the office.

Employees are expected to report to work as scheduled, on time and prepared to start work. Employees also are expected to remain at work for their entire work schedule. Late arrival, early departure, or other absences from scheduled hours are disruptive and must be avoided. The purpose of this policy is to promote the efficient operation of the office and minimize unscheduled absences.

Any employee who fails to report to work without notification to his or her office administrator for a period of three days or more will be considered to have voluntarily terminated their employment relationship.

B. Absence

Defined: Absence is the failure of an employee to report for work when the employee is scheduled to work.

1. **Excused Absence** occurs when **all four** of the following conditions are met:

- i) The employee provides sufficient notice (See Section C) to his or her immediate administrator.
- ii) The reason is found credible or acceptable by his or her immediate administrator (see #2 below),
- iii) Such absence request is approved by his or her office administrator.
- iv) The employee has sufficient accrued sick time to cover such absence. Employees must take earned sick time for every absence unless otherwise allowed by company Leave policies (See pages 15 & 16).

2. **An incidental absence** occurs when one of the four conditions in (B)(1) is not met. If it is necessary for you to be absent or late for work because of illness or an emergency, you must notify your immediate administrator no later than 30 minutes after the employee's scheduled starting time on that same day. If you are unable to call, have someone make the call for you.

3. Sixteen (16) hours of incidental absences **may** subject you to immediate termination. Progressive discipline will be administered according to the table in Section E. The Circuit Court Clerk's office uses a calendar year when determining an excessive amount of incidental absences.

Employees who have three (3) consecutive days of excused absences because of illness or injury must give the Circuit Court Clerk proof of physician's care. If an illness or injury prevents an employee from performing their regularly scheduled duties, a physician's statement must be provided verifying:

- (a) the nature of the illness or injury;
- (b) if and when the employee will be able to return to work, if applicable;
- (c) whether the employee is capable of performing their regularly scheduled duties, and if not, what duties the employee is capable of performing. The employee is responsible for providing the Circuit Court Clerk with the above-described physician's proof of physician's care. Without an acceptable excuse, the employee may be subject to immediate termination.

C. Sufficient Notice

To be considered an excused absence as defined in (B), sufficient notices must be given to your office administrator. Sufficient notice is:

1. For a scheduled absence of a day or more, employees must give a notice of one week (7 days).
2. For a scheduled **Personal** absence of less than a day, employees need to give a notice of at least three working days.
3. For an emergency absence occurring:
 - a) At the beginning of the day, employees must notify their immediate administrator within 30 minutes after the beginning of the day. If calling in and your administrator is unavailable, try contacting the assistant administrator or finally the Chief Deputy. The employee must talk to a person and not leave a message or text on the phone. If you are unable to call, have someone make the call for you.
 - b) During the day, employees must notify their office administrator prior to leaving the premises.
4. The Circuit Court Clerk must approve any exceptions to this provision or any conflicts in scheduling.

D. Tardiness

You are expected to report to work on time. If you can't report to work as scheduled, you should notify your immediate administrator no later than 30 minutes after your regular starting time. This notification does not excuse the tardiness but simply notifies your office administrator that a schedule change may be necessary.

E. Progressive Discipline for *Incidental Absences*

First Instance	Verbal Warning
Second & All Future Instances Totaling Fewer Than 16 hours	Written Warning
At 16 Hours of Accumulated Incidental Absences	Employee will meet with the Circuit Court Clerk who will determine discipline and/or possible termination.

Educational Classes

Educational classes are a priority! If an educational class falls on an employee's rotation day, that employee's administrator will select another rotation day in that week to accommodate the office coverage. This will be the decision of the office administrator.

Telephone

Employees should limit personal calls to a minimum. Excessive personal calls during the workday can interfere with employee productivity and be distracting to others. Long distance personal calls may be made only in case of an emergency and with the approval of the office administrator. A log of the call will be kept and the employee must reimburse the amount charged for the call to the County.

Personal Cellular Phones

There should be no personal cell phone usage in the office....Employees are therefore asked to make any personal cell phone calls or texts on non-work time and to ensure that friends and family members are aware of the company's policy. While in the office, no cell phones are allowed to be out on your desk. They need to be silenced and put away. *Flexibility will be provided in circumstances demanding immediate attention.*

Personal Use of Company Provided Cellular Phones

Where job or business needs demand immediate access to an employee the company may issue a business-owned cell phone to an employee for work-related communications. Only those individuals are allowed to have their cell phone out in the office. Any usage over the allotted amount as designated by the county contract will be reimbursed to the county by the employee.

Internet

Personal internet usage should be limited to before and after scheduled work hours. The Circuit Court Clerk has the right to enlist the data processing department to run an individual access report of internet usage on an individual that is suspected of misuse. No personal information technology equipment, (laptops, iPads, iPhones, etc.) are to be hooked up to the Blount County Circuit Court Computer System or the Blount County Internet System.

Parking Restrictions

Because of juries, large dockets, and general Justice Center business there is limited parking. No employee will be allowed to park in the middle section of the Justice Center parking lot. This includes the five rows starting from the right walk way upon entrance of the Justice Center. You may only park on the outer perimeter of the parking lot. This includes the left side upon entrance, the back (includes bank area designated for Justice Center parking), and the far right side of the parking lot. Violation and any exceptions will be addressed accordingly by the Circuit Court Clerk.

Food

Daily - Any meals eaten at the office should be eaten in the break room. **No meals are to be eaten at your desk.** You may eat snacks at your desk in *moderation*.

Holidays - During the holiday when gifts of food are given to the office, you may have that food out in the office in a designated area for the employees.

Special Occasions - If your inner office has a specific celebration that you want to celebrate with food, schedule with the Chief of Staff as to a specific day and you may have that food out in the office in a designated area for the employees.

Anything other than the above-mentioned needs to be approved by the Circuit Court Clerk.

Employee Records

An individualized employee record will be maintained on each employee. It is the responsibility of each employee to provide accurate information to the Deputy Chief of Staff. Employees are responsible for reporting to the Deputy Chief of Staff any changes in information which they have previously provided. It is also the employee's responsibility to keep their personal information in their Kronos "Employee Home Page" up to date. An emergency information sheet will be maintained for each employee and updated on an annual basis.

Personnel files are kept at the County's HR office. A county employee can request to look at their personnel file at any time with supervision. These are public records. The employee will be notified of any requests to see their record.

Personal Appearance

Our professional atmosphere is maintained, in part, by the image we present to our constituents and vendors. We expect all employees to present a neat, well-groomed appearance and a courteous disposition. These qualities go further than any other factors in making a favorable impression on the public and your fellow workers. You should avoid extremes in dress. Flashy, skimpy or revealing clothing is unacceptable. Employees should dress in a businesslike manner. Good personal hygiene is also important in terms of our constituents' favorable opinion and in terms of your respect for your fellow employees. Accordingly, employees are expected to come to work in a clean condition.

Employees are expected to observe our Personal Appearance Policy at all times while at work. Employees who report to work in unacceptable attire or appearance may be requested to leave work and return in acceptable attire or appearance. Such time off from work will be *without pay* for nonexempt employees. Office Administrators and Assistant Administrators are responsible for insuring that employees project a professional image and adhere to our Personal Appearance Policy.

Footwear

Not Permissible: Any rubber flip flops or slippers. No bare feet. Athletic and casual sneakers can **only** be worn on Fridays.

Tattoos & Body Piercing

Any visible tattoos and body piercing other than the lower half of the ears is considered not a professional image and will not be allowed. All visible tattoos must be covered up and any visible piercing other than the lower half of the ear must be removed during work hours.

Hats are never permitted to be worn during office hours.

Casual Dress is reserved for Fridays or for special occasions as approved by the Circuit Court Clerk. **Jeans are not allowed to be worn if you are going to be in court.**

Casual dress includes **conservative**, non-frayed jeans, court logo polo gold/sweatshirt/T-shirt, tennis shoes and socks.

When necessary, Office and/or Assistant Administrators, Deputy Chief of Staff, Chief of Staff and/or the Circuit Court Clerk reserves the right to declare items as not being appropriate for office wear.

Anyone who fails to follow the above guidelines will be counseled **IMMEDIATELY**, and could be sent home to change. **Work time lost will be unpaid!**

**Rule of Thumb: If you are not sure a particular outfit is acceptable,
DO NOT WEAR IT TO THE OFFICE**

One of Tom's rules is "If you'd wear it to the state fair, don't wear it to work!"

County Credit Card Usage

This outlines the responsibilities I have as a holder or user of the Blount County Government VISA Purchasing Card.

1. I acknowledge that a Blount County Government VISA Purchasing Card is intended to facilitate the purchase and payment for products and services required in conducting Blount County Government business only. I agree NOT to use a purchasing card for personal charges (as defined below).
2. I agree that use of a Blount County Government VISA Purchasing Card for personal purchases or in any other manner unrelated to the conduct of Blount County Government business ("Personal Charges") will be considered misappropriation of County funds which will result in cancellation of the misused account, revocation of the respective card and possible disciplinary action which may include termination of employment with Blount County and, other legal action deemed appropriate.
3. I agree that, in the event personal charges are made on the purchasing card, those charges may be deducted from my pay check or any other amounts that the County may owe me and that I will promptly pay for such personal charges if I am no longer employed by Blount County Government.
4. I understand that I must surrender the Blount County Government VISA Purchasing Card upon termination of employment with Blount County, whether that is retirement, voluntary separation, resignation or dismissal for any reason.

5. I will maintain the Blount County Government VISA Purchasing Card with appropriate security at all times if it is in my possession. If the purchasing card is stolen or lost, I agree that I will immediately telephone Katie Branham in Purchasing (865-273-5745) or Tom Hatcher (865-388-5202) to report the loss.
6. I understand the authority to use the Blount County Government VISA Purchasing Card is vested in me and cannot be transferred to another employee or non-employee.
7. I understand that a monthly statement will be received from Sun Trust Bank reporting all activity during the statement period. I agree that I will verify the accuracy of charges made by me and submit all documentation and receipts as required.
8. I agree that the Blount County Government VISA Purchasing Card may be revoked for any reason as determined in the discretion of the Purchasing Card Program Administrator.
9. My signature indicates that I have read and understand these responsibilities.

Employee Signature: _____ Date: ____ / ____ / ____

Department: _____ Phone Number _____

Check Out: _____
 (Name) (Date) (Time) (Card Number)

 (Authorized Signature)

Check In: _____
 (Name) (Date) (Time) (Card Number)

 (Authorized Signature)

Leave Policies

Holidays

Near the beginning of each year, the County Mayor will notify the elected officials of the annual holiday schedule. The Circuit Court Clerk's Office will follow the published schedule from the County Mayor's Office.

Vacation/Time off Requests

Vacation requests are marked for the first half of the year by the end of January. The employee's remaining vacation time is to be requested and marked by the end of May. Changes in requested vacation times must be made to your office administrator at least 7 (seven) days prior to your requested time off. This can be done through Kronos. Vacation days must be taken in full days. The only exception would be if employees working a rotation schedule and have exhausted their full days and only have a portion remaining of their vacation hours. Vacation Days and partial vacation days **may not** be combined with personal days unless approved by the Circuit Court Clerk.

Personal time off requests in no less than hourly increments **must be made** to your immediate administrator at least 3 (three) days prior to your requested time off. This can be done through Kronos. Any other requested time will be dealt with on an individual basis by your administrator and approved by the Circuit Court Clerk. **All Personal time must be taken by November 1.**

One Hour Doctor Appointment Time off Requests

These can only be used by the employee, for the employee's dependent children, for their spouse, or their elderly parents that require assistance for appointments with licensed doctor, dentist, or recognized practitioners. Your administrator must be notified 7 (seven) days in advance of *scheduled* appointments. Emergency situations will be dealt with as needed.

Bereavement Leave (for other than immediate family)

In the case of death in the employee's family other than what is defined as the immediate family, the employee can use their personal time or vacation time. Sick time should be used as a last resort if the employee does not have any personal or vacation time left. Non pay time can be used if other time is exhausted.

Personal Leave without Pay

All full-time regular employees may be granted a period of personal leave without pay wholly at the discretion of their office administrator and approved by the Circuit Court Clerk. It should only be used after all vacation and personal leave has been exhausted. The maximum personal time without pay, not in connection with FMLA or ADA, that can be taken in one year is **37.5 hours**.

Exception: Anything beyond 37.5 hours will have to be approved by the Circuit Court Clerk.

Scheduled Unpaid Personal Leave must be requested in writing to your office administrator. This request should be made at least two weeks prior to provide the administrator time to assess workloads and consider planned leave of other employees. Your office administrator and the Circuit Court Clerk reserve the right to deny or cancel unpaid personal leave.

Blount County
Circuit Court Clerk's Office

Procedures

Tom Hatcher
Circuit Court Clerk

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Office Procedures

Receipting and Disbursing Funds

The following Deputy Clerks will be authorized to issue checks on all accounts of Circuit Court Clerk and General Sessions Court Clerk: Chief Financial Officer, Assigned Accounting Deputy Clerk, and Chief of Staff.

Any check in excess of five thousand dollars (\$5,000.00) will be countersigned by one of the above-named Deputy Clerks who will have the duty of ascertaining that the proper party is receiving the disbursement. This will be mostly plaintiff judgments that we regularly disburse.

All report checks made to the county, state or other entity will be signed by the Circuit Court Clerk or countersigned for all Courts by the Chief of Staff and Chief Financial Officer.

All funds available for disbursement are processed on Wednesday of each week. Checks are mailed each Friday. Individuals picking up checks must present proper photo identification (exception - attorneys).

All checks received in any Court will be immediately stamped For Deposit Only and the Deputy Clerk accepting the check will initial it in the endorsement area. All business checks will be accepted unless the check states that it is not valid after so many days and it has surpassed that time period. When receipting business checks where the check looks suspicious, the bank may be called to verify that the check is valid and sufficient.

All funds received in this office will be receipted promptly on date of receipt, placed in that days deposit in a secure location and will be deposited in the bank the next day. If a check is received and not receipted within three business days, those checks will be listed, deposited and put in court funds held in the system until receipted.

If large sums of cash or checks are receipted during any working day after the daily bank deposits have been made, we will make an additional deposit for two reasons, security and to get as much interest on these funds as possible from immediate deposit in the bank.

We do not accept personal checks. Individuals must pay with a credit/debit card, cashier's check, money order, or cash. We will accept Corporate, State, or Government Checks payable to Blount County Circuit, General Sessions, or Juvenile Court for payment of judgments, fines and costs. We do not accept any third party checks.

If a check is returned by the bank marked insufficient funds, the bank will automatically charge this amount back to our account. We will immediately notify the person giving said check that they must make the check good within 10 days by bringing cash, cashier's check or money order. A twenty-five dollar (\$25.00) service charge will also be collected. The service charge will be receipted in and paid separately from the original check amount. If the check has not been picked up within 10 days, an arrest warrant or criminal summons will be issued for said person.

We have had the long-standing policy in this office that no checks will be cashed wherein all monies on the face of the check would be returned to the person requesting this service.

Check-in of the "cash bags" (actually is a canvas money bag that can be locked) is conducted daily at or around 7:00 a.m. to 8:00 a.m.

Check-out of the cash bags is conducted daily at or around 3:30 p.m. Any/all transactions (collections) recorded after 3:30 p.m. is recognized as collections of the following date as far as inclusion in the daily bank deposit is concerned.

NOTE: Checks received after the 3:30 p.m. cut-off/checkout ARE NOT included in the bank deposit of the date of transaction by "netting" checks against currency/coins in order to balance the total bank deposit with receipts.

Daily Transactions

Clerks are responsible for their own cash bag and will be referred to as a bag holder. The cash bag will be counted in by the bag holder and will verify and sign the balance sheet. Before a cash bag can be reassigned, the Office Administrator or Assistant Administrator will count and verify the contents. The cash bag holder will then recount verify and sign the balance sheet.

The clerk responsible for combining the daily recapitulation sheet and bank deposit will be referred to as the deposit clerk.

The bag holder will balance with their total receipts for the day and sign the end of day balance sheet. This balance sheet and that days deposit will be turned over to the deposit clerk.

The deposit clerk will combine and verify the bank deposit and complete the recapitulation sheet. The individual cash bag sheets will be attached to the recapitulation sheet and placed in a secure bag with the bank

deposit. The secure bag will then be placed in the safe located in the evidence vault.

Any bag holder receipting transactions after checkout will request a receipts report and verify and balance their cash bag the morning of the next business day.

Bag holders will turn individual locked bags into an Office Administrator or Assistant Administrator at the end of their workday. The Administrator/Assistant Administrator will lock the bags in the safe located in the evidence vault. Only the Circuit Court Clerk, Chief of Staff, Administrators, and Assistant Administrators will know the combination to the safe.

Bag holders, with Office Administrator's permission, will be allowed to balance midday if the office is not busy.

If the bag holder leaves their desk at any time, their cash bag must be locked. If they fail to do so, immediate disciplinary actions will be taken.

Receipting from the mail such as payments, garnishments and levies are to be done by a designated person chosen by the Office Administrator. The accounting department will receipt in county and state billing.

NOTE: Random cash bag checks will be made by the Office Administrator, Circuit Court Clerk or the Chief of Staff.

NOTE: Clerks do not make change for themselves; if change is needed, another clerk will assist.

A normal combined balance of \$900 is maintained in the cash drawers for Circuit Court.

A normal combined balance of \$2,200 is maintained in the cash drawers for General Sessions Court (General Sessions \$1,500, Cost Collection \$400, Juvenile \$300).

Receipt transactions included in bank deposits are recorded on "Daily Transaction Recapitulation" worksheets. A separate worksheet is prepared for each cash bag. Necessary detail (itemization) of customer checks received and currency/coin collections as summarized on the face of the bank deposit document. A copy of the validated bank deposit document is attached to the aforementioned record.

NOTE: If a check is returned for any reason, it will be noted on the computer in the "Rule Docket".

Daily bank deposits are routinely delivered to the depository by the Circuit Court Clerk but may occasionally be delivered by designated deputy clerks. Care is taken to deposit collections in compliance with provisions of the three-day deposit law. At least one (usually two) deputy clerks double check the accuracy of the bank deposits. These deposits are placed in a sealed plastic bag for transporting.

The accounting department reconciles bank statements and posts all cash control records (official cash journal).

Receipting Currency

Before issuing a receipt, examine all twenties, fifties, and one hundreds for counterfeit bills.

Take the money use a counterfeit money detector pen. Inspect all twenties, fifties, and one hundreds. Mark a small line on the bill between the portrait and the treasury seal. If the mark turns black or dark brown, the bill is suspect.



Each bill is then processed by sending through a small individual desktop counterfeit detector. When a large stack of currency is received, it is sent through a large currency counter with counterfeit detection technology.

Note: The large currency counter/counterfeit detector is also utilized at the end of the day.

If any bills are suspect, you should handle the money as little as possible and do the following:

Let your Office Administrator know immediately. If your Administrator is not available, notify a co-worker. They should then notify the front guards at #5068 or master control at #5088. The Juvenile office should notify the Juvenile Detention facility at #5974.

You should then secure the money in question in an envelope and seal it. Put your initials and the date and time on the envelope. Include the case name and number. You may then receipt any remaining money.

When the money is turned over to the sheriff's department, obtain a property receipt. Also, have the case name and number included in the police report.

Turn the police report and property receipt over to your Office Administrator.

NOTE: Counterfeit Cash will be taken out of Clerk fees.

Receipting, Voiding Receipts and Overage/Shortage

All checks received in this office are to be receipted promptly on date of receipt or within three days.

Under no circumstances should a receipt be voided without the original receipt. If a wrong payment method occurs and the original receipt is not available, the clerk will document it on the individual daily balancing report the difference (cash/check) and amount. Also, document the Court, the case number and receipt number. This sheet will then be taken to the Accounting department for signature and acknowledgment so that the disbursement date is corrected.

Daily Procedure for Cash Drawer Overage/Shortage

Shortage

If a shortage occurs, the clerk responsible for the error will make up the shortage the following day.

The Office Administrator or Assistant Administrator will give a copy of the employee daily transaction recapitulation sheet to the Chief of Staff. The Chief of Staff will document the overage/shortage in the cash drawer log.

The deputy clerk is responsible for making up the shortage. If a personal check is not available, cash may be used. Note on the employee daily recapitulation sheet whether a check or cash was used to make up the shortage.

If the shortage is later recovered, the amount will be receipted as a miscellaneous receipt in the appropriate court.

The recovered amount will be deposited in the bank and a court check will be issued to reimburse the employee.

A separate notation including the date of the original error is to be listed on the daily re-cap sheet and the Office Administrator or Assistant Administrator will give a copy of the employee daily re-cap sheet to the Chief of Staff. The Chief of Staff will document the recovery in the cash drawer overage/shortage log

Overage

If an overage occurs, and it's determined whom the money should be returned to, receipt the money to the case. If the case has a balance, the overage will be applied to that balance. If no balance is owed, a court check will be issued in the next routine check run.

Note: Checks are processed weekly. In certain situations, notify accounting and immediate payment will be considered.

If an overage occurs and there is no way to determine where the money should be applied, the money will be turned over that day to the Office Administrator. If the error is not located by the following morning, the following steps will be followed:

- a. Office Administrator or Assistant Administrator will turn the money and employee daily re-cap sheet directly over to the Chief of Staff. Do not leave money unattended on her desk. If she is unavailable for the day, give directly to the Circuit Court Clerk or the Chief Financial Officer (in that order) and leave a copy of the employee daily re-cap sheet on the Chief of Staff's desk.
- b. The overage will be documented in the cash drawer overage/shortage log by the Chief of Staff.
- c. The Chief Financial Officer will be given the money to receipt into the appropriate Court as a miscellaneous receipt. It will be deposited in the bank and reported on the month end to Blount County as clerk fees.

Note: All overages and shortages (regardless of the amount) are to be documented on the employee daily recapitulation sheet with **NO EXCEPTIONS**.

Regarding collections that are determined to be overpayments due to calculating error of clerical personnel or the customer and/or under payments for similar reasons – the following procedure is utilized:

Overpayments are refunded by official pre numbered check. Under payments are communicated to the customer either by phone or mail (non-local) and the related instrument is not recorded until the corrected settlement is made. Under no circumstances are any collections withheld from bank deposits to await a "final or corrected settlement" of amount due. Suspense files are not utilized.

Any overage or shortage will be documented on the daily recapitulation sheet (no exceptions) and the following procedure is utilized under Receipting, Voiding Receipts and Overage/Shortage:

Mail-in collections are treated and accounted for in the same manner as over-the-counter collections in that collections are deposited within three working days.

Filings without Payments

It is our office policy that if a filing is received without the required payment, we will make one phone call to notify them that a payment is needed. We will stamp the filing received with the date on it and return it to the party for payment.

Check Releases

When an individual presents themselves at the window to pick up a check:

To have a check released to an individual from the Circuit Court Clerk's office, that person must fill out a Check Release Form and provide a valid driver's license. Deputy Clerk will make a copy of the Driver's License to be attached to the form and have the customer sign and date the copy. This does not apply to checks that are mailed from the office.

Check Release Form

The signature and information given below is confirming that I am truly the person that the Circuit Court Clerk's office is to release these funds to.

NAME _____

ADDRESS _____

SOCIAL SECURITY # _____

DATE OF BIRTH _____

SIGNATURE _____

CHECK AMOUNT _____

CHECK NUMBER _____

CLERK _____

DATE _____

****Copy of Driver's license is required**

Credit Card/Debit Card (Policy and Procedure)

The security of sensitive data is of the utmost importance to the Circuit Court Clerk's Office and to Business Information Systems and will be referred to in this document as BIS. The credit card industry has mandated certain security standards aimed at protecting cardholder data and insuring that those who process credit cards do so in conformity with established industry security standards. It is necessary that these standards be complied with and it is essential that the following requirements be met:

Cardholder data may only be used for assisting in completing a card transaction.

In the event of a breach or intrusion of or otherwise unauthorized access to cardholder data stored, you will immediately notify BIS, and provide BIS and/or its processor or the relevant credit card company access to our facilities and all pertinent records to conduct a review of our compliance with the security requirements, as well as fully cooperate with any reviews of facilities and records provided for in this paragraph.

In conformity with industry security requirements, and in order to maintain the highest level of cardholder data security, BIS has instituted, among other policies, a Merchant Credit/Debit Card Agreement, which is designed to meet or exceed industry security standards.

Our office will work with BIS in order to maintain appropriate business continuity procedures and systems to insure security of cardholder data in the event of a disruption, disaster or failure of either of our primary data systems.

Upon termination of our agreement, BIS will abide by industry security standards as to the security of cardholder data.

A complete inventory of all checks is maintained by the Accounting Department. Checks are stored securely in a locked filing cabinet at all times.

Web payment checks are picked up in the afternoon as needed.

Manual checks are also picked up as needed.

The Accounting Department is responsible for ordering checks at the Justice Center
The Juvenile Department is responsible for ordering checks for the Courthouse

The Accounting Department keeps a log of all voided BIS checks. When a department has to void a BIS check for any reason, the check is returned to the Accounting Department that same day where it is marked void and placed in the BIS check log.

Transaction Requirements

In-house Telephone Transactions:

Card holder name and court record name must match. If someone is paying for another person they must come into the office.

Counter Transactions:

Card holder name must match court record name and signed receipt must be kept. If someone is paying for another person, a photocopy of the credit card holder's driver's license must be attached to signed copy of receipt.

Online Transactions:

Payments made online will be limited to \$1,500.00. Amounts over this will have to be made in the office.

BIS will guarantee up to \$3,000.00 annually for any disputed charges. The Clerk's Office agrees to make a best effort in assisting BIS in any disputes and agrees to implement above stated requirements for transactions. BIS does not guarantee any transactions that fail to meet above transaction requirements.

Credit/Debit Card Payments

Counter Transactions:

Inform customer wishing to use a credit/debit card that a flat fee of \$4.00 per transaction, OR 5% of the transaction amount, whichever is greater will be added. This fee is paid directly to our remote payment processing service, BIS.

Example: If the customer wishes to pay on more than one case, and the total amount paid is \$100 or less, the amounts may be added together and one fee of \$4.00 is charged on the credit/debit card.

Clerk then swipes card.

Then enter the docket number (if customer is paying on more than one case, enter all case numbers).

Enter the total amount paid.

Print (2) copies of debit/credit approval, have him/her sign one copy for the court to keep and one copy for the customer.

Note: Do not include the service fee; the terminal will automatically add the fee. Write the customer a receipt(s); give them their copy of the debit/credit approval and their copy of the court receipt.

Web Payments

1. Log onto BIS to check for payments.
2. Clerk should verify case number and amount paid.
NOTE: If payment has been posted to the wrong court, change court before accepting the payment.
3. After court and payment amount has been verified, you may process the web payment.
4. Write the customer receipt in TnCIS and place the receipt in the file.
5. One (1) BIS check per department is written for all Web/Phone payments for said business day.

Phone Payments

1. A payment received over the phone is handled in the same manner as a web payment.
2. Inform customer wishing to make a phone payment that a processing fee of \$4.00 minimum or 5% of the amount paid (whichever is greater) will be added. This fee is paid directly to our remote payment processing service, BIS.
3. *When taking a credit card payment over the phone, all information obtained from the caller should be put into the computer at the time of the call and any paper used should be shredded after the transaction has been completed. This information should never be given out to anyone else.*

NOTE: Payments can only be keyed by clerk if the person calling is using their own card and is paying on their own case. Information is to be keyed in while customer is on the phone.

4. The following "Credit Card Payment Sheet Taken over the Phone" form must be filled out in its entirety and attached to the BIS agreement sheet. **No credit card information should be written on this sheet.**

Blount County Circuit Court Clerk's Office

Tom Hatcher, Clerk

CREDIT CARD PAYMENT TAKEN OVER THE PHONE

Date _____

Case Number(s) _____ Name _____

Full Name on Credit Card _____

Confirmation # _____

Deputy Clerk (taking payment over the phone)

- **Form must be filled out in its entirety and attach to the BIS agreement sheet**

Support Information

BIS Support 1-866-514-5200
BIS for Checks 1-866-658-0865 (Amanda)
BIS Office 1-866-514-5192
BIS Fax 1-866-855-5999

Stephen Counts Cell 1-423-534-4696
Systems Consultant
Stephen.counts@BISonline.com

In the Event of a Robbery

The following guidelines are provided to ensure employee and customer safety. Unnecessary risks should never be taken.

- Cooperate with robber. Avoid any confrontation and facilitate a rapid departure.
- Stay as calm as possible. Take no risks. Try not to panic or show any signs of anger or confusion.
- Make a mental note of any descriptive features or distinguishing marks on the robber, such as his/her clothing, hair color, eye color, scars, tattoos, etc.
- Touch nothing in the areas where the robbers were and specific objects touched by robbers.
- Call 911 dispatch as soon as it is safe.
- The robbery should not be discussed with anyone until the police arrive.

Posting Payments and Recalling Paperwork

In order to avoid liability to the Circuit Court Clerk's office, the following policies will be made and enforced without exceptions.

Posting Payments

In General Sessions/Traffic payments must be posted on the back of the file. If a defendant is arrested as the result of a deputy clerk not posting a payment on the back of the file, that deputy clerk will receive time off without pay equal to the amount of time that the defendant spent in jail. This applies to any department that must post payments.

Recalling Process

Policy and Purpose

The purpose of a FTA, Attachment or Violation warrant is to arrest and detain individuals who fail to appear in court for any reason or who fails to obey a court order. Examples: Defendant fails to make a court appearance; pay a fine in connection with a misdemeanor offense; show proof of enrollment, progress or completion of a court ordered program; or pay a traffic citation.

Due to the serious nature of recalling the process (putting someone in jail), there is to be no deviation from this policy. If you have a problem obtaining the process, notify your office administrator and/or administration immediately.

Procedure for Recalling Process

Attaching Document

The document should already be added to the case. If the document has not been added such as Capias, Attachment, Violation of Probation, etc., it must be added to the case with status of issued.

Recalling Process in Circuit and General Sessions

The clerk handling the case will process the recall form:

1. Take payment (do not give receipt to customer until 1-7 steps below are complete)
2. Prepare form
3. Update TnCIS with the Status of Recalled or Recalled by Judge whichever applies
4. Place copy on outside of file
5. Put in designated central location
6. Notify the jail by phone that the process is recalled and send original recall to the jail through the pneumatic tube system.
7. If original recall is not received back within 15 minutes, the Clerk will physically go to the jail and pick up the paperwork
8. Give receipt to customer after you have the original recalled paperwork in hand
9. Designated clerk (or back-up) responsible for recalls will run a status report each morning from TnCIS (see page 2 for running status report)

Exception: If recalled in the Courtroom by the Courtroom Clerk, the Courtroom Assistant will take the recall directly to the jail and pick up the original and bring back to the Courtroom Clerk.

10. Instructions to run report (see TnCIS screen shot below)
 - a. Go to Print Reports
 - b. @ Description type Document
 - c. Choose Document Service Status Report
 - d. Enter "From" Status date
 - e. Enter "Thru" Status date
 - f. Select only Document Type that will apply
 - g. Select Recalled or Recalled by Judge
 - h. Print Report to verify
11. Check report with shucks in central location daily

If process is not there, it is your priority to locate the document.

Recalling Process in Juvenile

The clerk handling the case will process the recall form:

1. Take payment and/or certificate
2. Prepare recall form
3. Update AS400 Juvenile System with the Status of Recalled and the date
4. Put note in docket events (recalled by Judge and reason or recalled due to a received certificate)
5. Fax recall to jail at 273-5089 and put original in the box to go over to jail
6. Place copy with fax confirmation in file on the left hand side
7. Put in designated central location
8. Give receipt to customer after you have the faxed confirmation recalled paperwork in hand.

Exception: If recalled in the Courtroom by the Courtroom Clerk, the Courtroom Clerk shall notify the Office Administrator or Assistant Administrator and they will be responsible for taking steps 3 thru 7.

Courtroom Digital Recording Systems

If there is a problem with the digital recording system in the courtroom, call I.T. at 273-5730. This should be done instead of calling B.I.S. since the device is installed through our computer system. If I.T. is unavailable we have a service contract with B.I.S. They can be reached at:

1-800-834-7674 ext. 4550.

Inclement Weather

In the event of inclement weather, the Justice Center will follow the schedule of the Blount County Court System.

Tune into: Radio: FM 107.7, 100.3, 93.5, 99.1, AM 990, 1470, 1400
TV: WATE (6), WVLT (8), WBIR (10)

BLOUNT COUNTY CLERK

POLICIES AND PROCEDURES



Effective Date: September 1, 2016

Introduction

The following policies and procedures have been created by the County Clerk's office. These are **in addition** to the County Employee Handbook. None of the guidelines are intended to give rise to contractual rights or obligations. These guidelines are subject to modification, amendment, or revocation by the County Clerk at any time, without advance notice.

Blount County Clerk's Office Mission Statement

The County Clerk's Office strives to provide courteous and efficient service to the Citizens of Blount County and all people having business with the County Clerk's Office.

Office Etiquette

While the Clerk's Office is a public office, the citizens of Blount County are entitled not to have their business discussed with other people. Employees are expected to not discuss office business outside the office. Gossip will not be tolerated. Employees are expected to work harmoniously with their fellow employees. No negative or derogatory remarks are to be made about fellow employees. Employees are expected to treat customers with courtesy and consideration. Telephone conversations are to be friendly and professional. If a customer is unruly, refer them to your immediate office administrator.

Lunch Hours

No employee should work through their lunch break; however, working through part of the lunch break will be permitted for an unusual or special circumstance with prior permission of the employee's office administrator.

Attendance

Punctual and regular attendance is an essential responsibility of each employee in the County Clerk's office. Any tardiness or absence causes problems for fellow employees and office administrators. When an employee is absent, others must perform the work, which diminishes the smooth functioning of the office.

Employees are expected to report to work as scheduled, and at least 5 to 10 minutes before the office opens. This allows time for you to retrieve your cash drawer from the vault and open your window. Late arrival, early departure, or other absences from scheduled hours are disruptive and must be avoided. The purpose of this policy is to promote the efficient operation of the office and minimize unscheduled absences.

If you can't report to work as scheduled, you should notify your immediate administrator no later than 30 minutes after your regular starting time. This notification does not excuse the tardiness but simply notifies your office administrator that a schedule change may be necessary.

Telephone

Employees should limit personal calls to a minimum. Excessive personal calls during the workday can interfere with employee productivity and be distracting to others.

Personal Cellular Phones

There should be no personal cell phone usage in the office... Employees are therefore asked to make any personal cell phone calls or texts on non-work time and to ensure that friends and family members are aware of the company's policy. While in the office, no cell phones are allowed to be out on your desk. They need to be silenced and put away. *Flexibility will be provided in circumstances demanding immediate attention.*

Food

Any meals eaten at the office should be eaten in the break room. **No meals are to be eaten at your desk.** You may eat snacks at your desk in *moderation*. Snacks should not be seen by the customer. Refrain from eating while on the phone.

Personal Appearance

Employees of the Clerk's Office are expected to look professional at all times. Our professional atmosphere is maintained, in part, by the image we present to our constituents and vendors. We expect all employees to present a neat, well-groomed appearance and a courteous disposition. These qualities go further than any other factors in making a favorable impression on the public and your fellow workers. You should avoid extremes in dress. Flashy, skimpy or revealing clothing is unacceptable. Employees should dress in a businesslike manner. Good personal hygiene is also important in terms of our constituents' favorable opinion and in terms of your respect for your fellow employees. Accordingly, employees are expected to come to work in a clean condition.

Employees are expected to observe our Personal Appearance Policy at all times while at work. Employees who report to work in unacceptable attire or appearance may be requested to leave work and return in acceptable attire or appearance. Such time off from work will be *without pay* for nonexempt employees. Office Administrators are responsible for insuring that employees project a professional image and adhere to our Personal Appearance Policy.

- Employees should wear clothing that is comfortable and not distracting to others.
- Clothing that reveals too much cleavage, your back, your chest, your stomach or your underwear is not appropriate for a place of business.
- Clothing should be pressed and never wrinkled. Torn, dirty, or frayed clothing is unacceptable.
- No sweatpants, exercise pants, shorts, bib overalls, or spandex pants are allowed.
- Leggings are permitted as long as your top falls below the bottom of your fingertips (when arms are held straight down) in the front and back. Leggings must not be manufactured of a thin or sheer fabric.

- Jewelry, makeup, perfume and cologne should be in good taste. Remember that some employees are allergic to the chemicals in perfumes and lotions, so wear these substances with restraint.
- Comfortable footwear or sandals may be worn. Tennis shoes may be worn on Fridays.
- No flip flops or rubber “beach” shoes.
- No tee shirts. Team logo shirts are permitted but must have a collar.
- Hats are not permitted to be worn during office hours.

Casual Dress is reserved for Fridays or for special occasions as approved by the Clerk. Blue jeans may be worn on these days but must be a medium to dark wash and cannot have holes, shreds, or frays.

Gentlemen

Counter Clerks: Dress or casual pants that are neatly pressed and without holes are appropriate attire for Monday thru Thursday. Dress shirt or knit cotton blend open collar shirts are permitted.

Blue jeans are appropriate for Fridays or other days designated as casual days by the Clerk. They must be free of holes and cannot be frayed.

Couriers: Blue jeans may be worn at any time as long as they are without holes and frays. Dress shirt or knit cotton blend open collar shirts are permitted.

Tattoos & Body Piercing

Any visible tattoos and body piercing other than the lower half of the ears is considered not a professional image and will not be allowed. All visible tattoos must be covered at all times during working hours and any visible piercing other than the lower half of the ear must be removed during work hours.

When necessary, Clerk or the Office Administrator reserves the right to declare items as not being appropriate for office wear.

Anyone who fails to follow the above guidelines will be counseled immediately, and could be sent home to change. **Work time lost will be unpaid!**

Rule to Consider: If in doubt, DON'T

Leave Policies

Holidays

Near the beginning of each year, the County Mayor will notify the elected officials of the annual holiday schedule. The Clerk's Office will follow the published schedule from the Mayor's Office.

Vacation/Time Off Requests

Vacation requests are marked off for the first half of the year by the end of January. This will be done by seniority. The calendar will be passed around accordingly and be reserved one week at a time. The list will be passed around again by seniority and the second week of vacation may be reserved etc, etc. Any remaining vacation time is to be requested and marked off by the end of July. Changes in requested vacation times must be made to the Office Administrator at least 7 (seven) days prior to your requested time off. Vacation days must be taken in full days. Single vacation days may be taken to lengthen a weekend, but not to extend a holiday weekend. A minimum of three days must be taken with a holiday. Personal days may not be combined with vacation days or holidays.

One full day of personal time off may be taken in one hour increments to cover incidentals that may arise. Personal time off requests must be made at least 3 (three) days prior to your requested time off. Any other requested time will be dealt with on an individual basis by the Office Administrator and approved by the Clerk.

Doctor Appointments

Please notify the Office Administrator 7 (seven) days in advance of *scheduled* appointments. Emergency situations will be dealt with as needed. It is preferred that sick time is used for the appointments. If sick time is unavailable, time must be made up within the pay period in which it occurs prior to the appointment. These can only be used by the employee, for the employee's dependent children, for their spouse, or their elderly parents that require assistance for appointments with licensed doctor, dentist, or recognized practitioners.

Cash Shortages

Shortages in your cash drawer must be paid by the end of the month. Special circumstances need to be approved by the Clerk.

County Clerk Employee Handbook Acknowledgement Form

I acknowledge I have received, read, and understand the policies outlined in the Blount County Clerk's Employee Handbook. I understand that these policies are in addition to the policies outlined in the Blount County Government Employee Handbook. I agree to conform to the rules and regulations outlined in these policies.

I understand the County Clerk has the right to change the office handbook without notice. It is understood that future changes in policies and procedures will supersede or eliminate those found in this book, and that employees will be notified of such changes through normal communication channels.

I also understand and agree that the information contained in this handbook does not constitute an employment contract between Blount County Government and me, and that either I or Blount County may terminate our employment relationship at any time, with or without cause.

I understand no manager or representative of Blount County has any authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the foregoing.

I hereby acknowledge that neither this manual nor any of the policies or statements contained herein constitutes a contract nor guarantee of employment and that I am an employee-at-will.

Employee Signature: _____

Date: _____

Employee Name (please print): _____

County Clerk Employee Handbook Acknowledgement Form

I acknowledge I have received, read, and understand the policies outlined in the Blount County Clerk's Employee Handbook. I understand that these policies are in addition to the policies outlined in the Blount County Government Employee Handbook. I agree to conform to the rules and regulations outlined in these policies.

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I hereby acknowledge that neither this manual nor any of the policies or statements contained herein constitutes a contract nor guarantee of employment and that I am an employee-at-will.

Employee Signature: _____

Date: _____

Employee Name (please print): _____

BLOUNT COUNTY HIGHWAY DEPARTMENT



Employee Handbook Supplement

Blount County Highway Department

Employee Handbook Supplement

Classification and Compensation

Overtime Compensation/Compensatory Time pg. 10

No overtime or compensatory time will be earned until the employee has worked on the job over 40 hours during the work period.

- A. Overtime/Compensatory Time: All eligible employees may be paid overtime or given compensatory time for all work performed over 40 hours during the workweek.
- B. Hourly employees will receive a four hour call-in premium when they are called by a supervisor to respond to an emergency after normal business hours. This premium will begin thirty minutes after the employee's regular shift has ended. This premium will reset every eight hours.
 - a. Example 1: An employee gets called in on a Saturday three times within an eight hour period, they would receive (1) four hour premium. If they get called in a fourth time eight hours after the original call, they will receive a (2nd) four hour premium.
 - b. Example 2: An employee gets called in on a Saturday and works 9 hours straight on the original call in, they will receive one four hour premium. The rules above will apply to all call-ins including: storm damage, downed trees, snow, or any other reason the employee is called in by a supervisor.
- C. An employee cannot accrue more than 80 hours of compensatory time.

General Personnel Policies

Personal Appearance

Highway employees will be required to wear OSHA certified Class 2 reflectives while working on the county roads during day and night work times. These will be provided by the department as well as shirts. It is department policy that the shirts, being used as a standard uniform, will not be altered in any way. Jeans, overalls or khakis and boots will be provided by the employee.

Inclement Weather Policy

Due to the nature of our work here at the Highway Department, all employees will report for duty during inclement weather as directed by the Highway Superintendent.

Leave Policies

Annual Leave / Vacation

If you are a Full-Time Employee, you are eligible for annual leave. The following guidelines currently apply:

- During the first year of employment up to 40 hours of vacation leave may be used **after successfully completing the six (6) month probationary period**, with supervisor approval. Essentially, you can borrow one week of your two week vacation leave you earn after you have completed one full year of full time service.
- The following July, the remaining 40 hours of vacation leave can be taken with supervisor approval.

Vacation accrual is as follows:

<u>1 – 10 years of Service</u>	<u>11 – 15 years of Service</u>	<u>16 plus years of Service</u>
2 weeks	3 weeks	4 weeks

Vacation leave is not accumulative and is not carried over into the following calendar year unless approved in writing by your supervisor due to operational demands. Upon termination of employment, employees will be paid for any unused vacation leave unless termination is for cause.

Alcohol and Drugs Policy

In compliance with the Drug-Free Workplace Act of 1988, and the Code of Federal Regulations, Title 49, Part 382, the Blount County Highway Department has a longstanding commitment to providing a safe, quality-oriented work environment consistent with the standards of the County in which we serve. This policy outlines the practice and procedure designed to correct instances of identified alcohol and/or drug use in the workplace. This policy continues to apply to all employees of the Blount County Highway Department.

Employee Assistance and Drug-Free Awareness

The Blount County Highway Department will assist and support employees who voluntarily seek help for such problems with drug and alcohol misuse. Such employees will be allowed to use accrued paid time off, go on unpaid FMLA, be referred to the County's employee assistance program and otherwise accommodated as required by law. Such employees may be required to document that they are successfully following prescribed treatment and to take and pass follow-up tests. Once a drug test has been scheduled, the employee will have forfeited their right to be

granted allowance of accrued paid time off for treatment and their employment will be terminated.

Fitness of Duty

Employees should report to work fit for duty and free of any adverse effects of illegal drugs or alcohol. This policy does not prohibit employees from the lawful use and possession of prescribed medications. Employees must, however, consult with their doctors about the medications' effect on their fitness for duty and ability to work safely and promptly disclose any work restrictions to their supervisor. To protect the employee, other employees and our citizens, engaging in daily work routine and failing to inform your supervisor of side effects from prescribed medication could result in termination.

Work Rules

1. Whenever employees are working, are operating any Blount County Highway Department vehicle, are present on Blount County Highway Department premises or work sites, they are prohibited from :
 - Using, possessing, buying, selling, manufacturing, or dispensing an illegal drug or illegal drug paraphernalia
 - Being under the influence of alcohol or an illegal drug as defined by this policy
 - Possessing or consuming alcohol
2. The presence of any detectable amount of any illegal drug or controlled substance in an employee's body system, while performing Highway Department business or while in a Highway Department facility is prohibited.
3. The Blount County Highway Department will not allow any employee to perform their duties while taking prescribed drugs that are adversely affecting the employee's ability to safely and effectively perform their job duties. Employees taking a prescribed medication must carry it in the container labeled by a licensed pharmacist and present it to their immediate supervisor prior to working. Failure to do so could result in termination.
4. Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.

Random Testing

All Department employees who are operators performing safety-sensitive functions shall be subject to a drug and alcohol testing program that fulfills the requirements of the Code of Federal Regulations, Title 49, Part 382. The Blount County Highway Department will randomly test employees for compliance with its drug and alcohol policy, "random testing" means a method of selection of employees for testing, performed by an outside third party. The selection will result in an equal probability that any employee from a group of employees will be tested.

Furthermore, Blount County Highway Department has no discretion to waive the selection of an employee selected by this random selection method.

Reasonable Suspicion Testing

All Employees are subject to testing based upon (but not limited to) observations by the supervision of apparent workplace use, possession or impairment. Tests shall be conducted when the Superintendent, a supervisor or a department official has reasonable suspicion that a covered employee is impaired. This reasonable suspicion should be based upon specific observations concerning the employee's appearance, behavior, speech or other related actions. Decisions of reasonable suspicion should be made by first hand observation.

The employee will be advised that there is reasonable suspicion to believe that they are affected by illegal drugs or alcohol and the employee is being asked to take this test to confirm or deny this suspicion. Under no circumstances should the employee be allowed to drive themselves to the testing facility. A supervisor should escort the employee to the testing facility. The supervisor will also make arrangements for the employee to be transported home after the test.

Post-Accident Testing

Employees are subject to testing when they cause or contribute to accidents that seriously damage a Blount County Highway Department vehicle, machinery, equipment, or property and/or result in an injury to themselves or another employee or citizen requiring off-site medical attention. Testing should take place within 2 hours of the accident and the employees should not be allowed to drive themselves to the testing facility.

Pre-employment Testing

All applicants must pass a drug test before beginning work or receiving an offer of employment, refusal to submit to testing will result in disqualification of further employment consideration.

Substances Covered by Drug/Alcohol Testing

Amphetamines, Barbiturates, Benzodiazepines, Opiates, Cannabinoids, Cocaine, Methadone, Methaqualone, Phencyclidine(PCP), Propoxyphene and chemical derivatives of these substances. This type of testing is commonly referred to as a 10 panel test. Employees must advise the testing lab employees of all prescription drugs taken in the past month before the test, and be prepared to show proof of such prescription to testing personnel.

Testing Methods and Procedures

All testing will be conducted by a licensed independent medical laboratory, which will follow testing standards established by the State of Tennessee and the Federal Government. Testing will be conducted on a 2 urine samples provided by the employee to the testing laboratory under procedures established by the laboratory to insure privacy of the employee, while protecting against tampering/alteration of the results. Employees will be considered to be engaged at work

for the time spent in taking tests and will be compensated for such time at their regular rate. Blount County Government will pay for the cost of the testing, including the confirmation of any positive test result.

Refusal to Undergo Testing

Employees who refuse to submit to a test are subject to immediate discharge

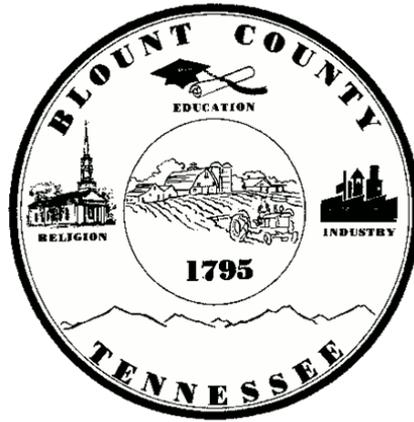
Positive Test

If an employee tests positive on an initial screening test, the employee will be suspended while the confirmation test is being conducted. On receipt of the confirmation of a positive test, the employee will be terminated.

Tobacco Use

Pursuant to the Non-Smoker Protection Act, Tennessee Code, smoking is prohibited on County property, including but not limited to, cafeteria, employee lounges, hallways, meeting rooms, offices, restrooms, and **county vehicles**. Any violation of this provision may result in disciplinary action, up to and including termination. **There is to be no smoking anywhere inside the Highway Department facility or Highway Department vehicles.**

Electronic



Blount County Register of Deeds

Employee Handbook Supplement

POLICIES AND PROCEDURES

“INSUBORDINATION WILL RESULT IN IMMEDIATE TERMINATION “

TITLE SEARCH REQUEST:

We do not do title searches!!! Customer must provide you with name and approximate date of recording. When customers come in take them to the back and get them started. Inform them if they need further help to come out front and ask for assistance. Do not do the search for them, we are not attorneys!

FAXES AND E-MAILS:

When faxing or emailing to someone they must have an account. If they do not have an account we will see how many pages and inform them they will need to send in .50 a page and a self-addressed stamped envelope. We must have the money first. If you are on the counter the customer comes first. Set other items aside or ask someone else to help.

COUNTER CLERKS:

Keep one person at the counter at all times. This is especially hard at lunches. If you must leave window unattended please have someone cover for you, if stepping away let someone know. Always acknowledge customer as they approach. When customers and attorneys come into the office always try to speak to them. If the public (especially the elderly) comes to our office by mistake try to point them in the right direction. This might require a few phone calls or taking them to the office they need. Let them know we want to help them.

SUPERVISORS:

Never be afraid to ask for help! When in doubt always go to a supervisors. If you have a difficult customer, again get supervisor or call for POLICE. We are here to help you!

PERSONAL PHONE CALLS:

Personal phone calls are permitted as long as you limit them and choose the appropriate time. DO NOT conduct a personal conversation in the presence of the PUBLIC. Work phone is to be answered immediately if you are on a non-emergency personal call.

Cell phones are permitted with limited use. When taking a cell phone call or if texting please find somewhere other than your desk to do this, where your conversation can't be overheard and in the view of the public.

INTERNET USE:

Occasional internet use is LIMITED. Be aware of possible electronic monitoring of online

activity. Your lunch hour would be a good time to check/send your personal e-mails or any on line searches. Must use extra computer in back room. Use common sense when using internet sites. Abuse of internet usage could result in termination.

REGISTER'S CALLS AND VISITORS:

Always ask who is calling. If not in the office PLEASE take name and phone number or transfer to voice mail. If urgent please call cell number and relay message. DO NOT give out cell number without permission unless it is another official or commissioner.

If someone wants to see me please ask name and make me aware before letting them into my office.

ATTENDANCE AND PUNCTUALITY:

“Excessive absenteeism or tardiness” is considered to be time well beyond the average for other employees. Excessive can also be considered occurring 3 or more times within a pay period without proper notice and documentation. Excessive absenteeism can be interpreted as the inability to perform the essential functions of the job, which could be a result in immediate termination.

If you are going to be late call ahead and speak with a supervisor. You will be able to make this time up during lunch as long as it DOES NOT become a habit.

If you are unable to come to work call at least 30 minutes before you are scheduled for work. You are to call a supervisor or myself on our cell phone or at home.

APPOINTMENTS:

If you have a doctor's appointment let your supervisor know at least two days in advance. Time off without pay is not our policy. Missed time will be made up at lunch or you will need to use sick time.

LEAVE REQUEST FORMS:

Supervisor will have forms available. Verify with supervisor you have appropriate time before completing forms. After confirmation of available time turn request into supervisor for approval.

VACATION:

Vacation comes on a first come first serve basis.

Vacation days and personal days must be used for unexpected leave. Only in an emergency with all other benefit days exhausted will you be able to take a day without pay.

PERSONAL DAYS:

Full time employees are given three personal days per year at the discretion of the office holder.

A day must be scheduled every quarter. If for some reason you are unable to schedule your day before the quarter ends, you will have to forfeit that day. You will not be reminded of these days.

LUNCH BREAK:

Leaving on lunch break is very important. If you have a customer, find someone to take over for you. Check with supervisor if you were not able to leave on time. They may need to alter their time. When coming back from lunch be at your work station at appropriate time so the next person can leave.

DRESS CODE:

Employees of the Registers Office are expected to look professional at all times. Failure to follow dress code can result in being sent home to change. Also, a written reprimand will be filed in personnel file. Not complying with these rules can result as a non-paid day off.

LADIES:

Blouses, skirts, dresses and slacks are appropriate for Monday-Thursday. Friday is designated as a casual day. ALL clothing items should be NEATLY PRESSED and WITHOUT HOLES! Dresses and skirts are to be no more than 3 inches above the knee. Dress slacks or khakis that are worn on non-casual days must not have patch pockets on the back side. Sleeveless dresses or blouses will be accepted as long as the arm holes are not too large. Tops or sweaters that expose the midriff are not permitted. Comfortable footwear or sandals maybe worn. No flip flops. On Fridays or other days designated as casual by the Register , blue jeans may be worn as well as other casual slacks and also knit pants. Jackets, sweaters or tops must cover the buttocks if you wear knit pants. No athletic or sweat pants allowed. Tennis shoes may be worn on Fridays.

GENTLEMEN:

Dress or casual pants that are NEATLY PRESSED and WITHOUT HOLES are appropriate wear for Monday-Thursday. Dress shirt or knit cotton blend open collar shirts are permitted. T-shirts are permitted on casual days as long as they do not display offensive language or pictures that are not acceptable in the workplace. On Friday or other days designated as casual by the Register blue jeans are appropriate. Tennis shoes may be worn on Fridays.

TATTOOS:

Tattoos that are visible to the public must be covered at all times during working hours. Must be covered with clothing or patch that covers entire area.

OFFICE KITCHEN RULES:

Clean up after yourself .DO NOT LEAVE A MESS BEHIND! Remove all crumbs, wrappers, spills and dirty dishes. If microwave is used place cover over food or clean any mess that is made. Be sure to throw out any old leftovers that have been residing in the fridge for a while. Common sense and courtesy goes a long way.

SUPPLIES:

Plastic utensils, plates, etc. are not furnished. If you use these items do your part in replacing them. If you drink coffee and use creamer make sure you contribute to keep a supply on hand. Everyone doing their part does not put a burden on a few.

VOLUNTEER EMPLOYEE CONTRIBUTION FUND:

This fund is on a volunteer basis. It was established to have money on hand in case of emergency of fellow employee and family members. It is a lot easier to give a little each pay period than on the spare of the moment.

Every pay period \$2.00 is to be given to the designated holder of this fund. Money collected is to be used for flowers, food, etc. in case of death or any other needed event. This may be used for (spouse, child, parents, or siblings). If at any time you wish to drop from this program please notify person in charge. It is very important to keep up to date on this worthy program. Participants and family members mentioned will be eligible for use of this fund.

INCLEMENT WEATHER:

If weather is such that the courthouse opens late, casual attire will be appropriate. An announcement will be made on WIVK, WGAP, WKZX, WBCR, and WBIR channel 10 between 6:00 am and 6:30 am. This will be referenced as “Blount County Gov. Offices”

TOOLS FOR A GOOD WORK PLACE:

SMILES, ENTHUSIASM, KINDNESS, SINCERITY

Everyone have respect for one another as well as the customers.
Be a team player, if you are caught up ask if anyone else needs help.

WE HAVE A GREAT WORK PLACE LETS KEEP IT THAT WAY!!!!!!!!!!!!

I can be reached @ Home 233-2140 Cell 304-4313 Work 273-5886

Nihla can be reached @ 273-5889 or Cell 310-1893

BLOUNT COUNTY REGISTER OF DEEDS

PHYLLIS LEE CRISP



Blount County Sheriff's Office

940 E. Lamar Alexander Parkway
Blount County Justice Center
Maryville TN 37804-5002

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The information in this manual is presented to answer most of your questions regarding your employment with Blount County and the Sheriff's Office. However, should a situation arise in which you need more specific information, or a more precise explanation, please bring the matter to the attention of your supervisor who will either respond to your question, or take the matter up the chain of command until someone is able to provide a response.

The Sheriff and/or Blount County Government reserve the right to change the contents of this manual.

No policy, benefit, or procedure contained herein creates an employment contract for any period of time. All employees will be considered employees-at-will except those affected by the Merit Service Board legislation.

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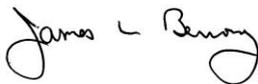
Blount County Sheriff's Office

Human Resources Rules and Regulation Manual

INTRODUCTION

These human resources rules and regulations are the results of the efforts of the employees of the Blount County Sheriff's Office, and their publication is dedicated to the notion that a professional criminal justice organization must be guided by a rule of law and operated within the parameters of clearly established rules and regulations. Each employee is, and should always be, treated as an individual and allowed discretion, but all employees must recognize the need for uniformly acceptable conduct, and to be clearly aware of what is expected of him or her as an employee, and what employees expect of the Sheriff's Office.

The integrity of an organization rests with the actions of its employees, and these rules and regulations are guidelines to assist with the regulation of conduct and the procedural parameters of the human resources related functions of the Sheriff's Office. The perceptions the citizens of Blount County have of its Sheriff's Office rests upon the competence of all our employees, and these rules and regulations, and the protocols and procedures related to them, will help to ensure that public trust is well placed.



James L. Berrong
Sheriff

EFFECTIVE DATE: November 1, 2002

USER'S GUIDE

(Revised 05/20/08)

GENERAL

This manual provides employees with a readily accessible source of information relating to the human resources rules and regulations of the Sheriff's Office, and is intended to serve as a guide and framework within which human resource decisions can be made. This manual cannot; however, cover every situation that may arise in the course of an employee's career, but ample provisions for review and amendment are provided so that a framework exists that will allow employees and the Command Staff to resolve differences and to determine the proper path to resolution of any situation.

This manual is created under the authority of the Blount County Sheriff and the Blount County Sheriff's Office Merit Service Board, and is made possible through the efforts of employees who have read, revised, and agreed upon its contents. Employees should become familiar with its contents since it relates to every aspect of employment with the Sheriff's Office. Orientation and in-service training provide employees an opportunity to understand the outline of the manual and the matters included in it. Roll call training will be conducted periodically to ensure that employees are given the opportunity to understand the basics of the manual and its importance to every employee's job, and to discuss changes in the manual as they occur. It is important to understand that laws, court decisions, and changes within the organization relating to human resources, require constant monitoring, to the extent that the manual is always a work in progress. The challenge is to keep employees informed and to ensure their understanding of the basics of their employment with the Sheriff's Office.

All new employees, during orientation, will receive a compact disk (CD) that includes the *BCSO Human Resources Manual* as well as the *BCSO Policies and Procedures Manuals* needed for each division. The entire, updated manual is entered in its entirety and can be found in three (3) locations.

1. On the Sheriff's Office Computer Network on the "R" Drive, double click on the icon "My Computer," then locate the icon for the "R" Drive and double click on it, then locate the icon "Policies and Procedures Manual" and double click on it, and then locate the icon "BCSO Manual" and double click on it. You will then be in the *Blount County Sheriff's Office Policies and Procedures Manual*, and although employees will not be able to change anything in the manual, employees can print or burn a CD copy of the manual or any section desired.
2. On the Blount County Sheriff's Office Intranet
3. In the Sheriff's Office Management System (SOMS) by locating one of the SOMS Windows that has an Info Center section, double click on "Info Center", then click on the "Help" drop down box located at the top of the page, and then click on "Department Policy/HR Manual".

CIVIL AND CRIMINAL LIABILITY

This manual is for internal use only, and is not intended to enlarge an employee's civil or criminal liability in any way. The directives contained within should not be construed as the creation of a higher standard of safety or care, in an evidentiary sense, with respect to third party claims. Violations of these directives, if proven, should only form the basis of a complaint by the Sheriff's Office, and then only in a non-judicial administrative setting.

REVISIONS

- A. This manual is designed to be a constant work in progress, but will be reviewed at least annually. Implementation of newly issued or revised directives will be accomplished by dissemination through SOMS and or the BCSO Intranet. Employee acknowledgement of the newly issued or revised directive will be tracked in SOMS. In addition, newly issued or revised directives will be posted for 30 days in the Patrol Roll Call Room, CID, Adult, and Juvenile Detention Centers. Employees are encouraged to print and save copies of newly issued or revised directives for review and quick reference.
- B. Supervisors should verify periodically that employees with their shift, unit, or division are accessing SOMS for updates. Supervisors should review new or revised changes with employees at roll call training, weekly, and monthly staff meetings. Supervisors may also coordinate with the Training Unit and or with the Human Resources Director or designee to conduct and document such review and training as needed. Supervisors will be responsible for coordinating with an employee to make-up any missed review and or training relating to this manual to ensure compliance. Employees should notify their supervisor of any missed training or review of this manual.
- C. At least annually, the *BCSO Human Resources Manual* will incorporate all changes made during the year and any changes made as a result of the annual review, and a revised manual will be distributed on a CD, replacing the existing CD. A roster will be prepared to ensure all employees have obtained the new CD.
- D. All revisions and or new directives will be coordinated through The Accreditation Unit. The Accreditation Unit, with the authority of the Sheriff or his designee, will have the only authority to make changes or additions to the *BCSO Human Resources Manual*.

CONSTRUCTIVE COMMENTS BY STAFF

Please notify the Accreditation Manager if any area of this manual needs correction, or if there are suggestions or comments for future revisions. Any assistance is greatly appreciated.

MISSION STATEMENT

The men and women of the Blount County Sheriff's Office are committed to the protection of life and property among the citizens of the county, and are committed to providing law enforcement, corrections, and criminal justice services through a partnership with the community that builds trust, reduces crime, creates a safe environment, and enhances the quality of life.

The **MISSION** provides a big picture perspective of “who we are, what we do, and where we are headed.” It leaves no doubt about our long-term direction and where we intend to take the Sheriff's Office. Our **VALUES** will help us chart the course to the way we serve our citizens, allowing us to achieve new levels of effectiveness and teamwork.

In accomplishing this mission, we adhere to the following **VALUES**:

Integrity

The men and women of the Blount County Sheriff's Office foster the highest performance standards, ethical conduct, and truthfulness.

Service

The men and women of the Blount County Sheriff's Office are committed to quality service and are responsive to the needs of the citizens of our community through problem solving partnerships.

Respect

The men and women of the Blount County Sheriff's Office value the dignity of every individual who lives in our community, and promise to uphold the principles found in the Constitution of the United States and the laws of the State of Tennessee.

CODE OF ETHICS

As an employee of the Blount County Sheriff's Office, my fundamental duty is to serve mankind; to safeguard lives and property, to protect the innocent against deception, the weak against oppression or intimidation, and the peaceful against violence or disorder; and, to respect the constitutional rights of all persons to liberty, equality, and justice.

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

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

I recognize the badge of my office as a symbol of public faith, and I accept it as a public trust to be held so long as I am true to these objectives and ideals, dedicating and affirming myself to my chosen profession.

Enforcement Courtesy

Courtesy is definitely a science of the highest degree, consisting of quiet, unassuming behavior based on a sincere consideration for the feelings of others. Race, religion, gender, color, or creed, do not influence the practice of courtesy. Courtesy presupposes an attitude of desiring to please or desire to serve. One can be firm and conscientious in carrying out duties and still be courteous.

Approach

Courtesy is most frequently expressed in the initial approach to citizens or inmates. Facial expression, tone of voice, the manner in which one walks, is all considered an indication of one's attitude of mind.

To approach citizens or inmates with a scowl and a threatening gesture is to immediately antagonize. The response will be resentment and a desire to argue and "fight it out." However, a friendly, cheerful approach, not at all apologetic, but interested and pleasant, is usually far more disarming. It is the manner in which someone says or does something that discloses character, especially if that someone is an officer of the law. It is the

expression given to someone's thoughts and feelings by looks, tones, and gestures rather than by deeds or words that determine judgment of an employee.

There are times when patience may become frayed after long hours of work. This does not excuse sarcasm or discourtesy. Courtesy does not preclude someone from becoming indignant or aggravated, but it does require an employee to express such indignation in a professional manner.

Every employee of the Blount County Sheriff's Office should bear in mind that an act of discourtesy or offensive conduct reflects on all employees of the agency, and tends to destroy the public confidence we are working so hard to gain. Agency personnel should watch carefully their approach and note particularly the affect of various kinds of approaches upon different people. A uniform and badge, or being an employee of the Blount County Sheriff's Office, does not give a right to indulge in abusive oratory or display personal vindictiveness. Overbearing methods should be replaced by courtesy and politeness. An employee can be courteous to everyone without exception and still be firm and sincere in efforts to get the job done.

Courtesy is essential to any successful person. It is equally important to be courteous to the foreign-speaking, the "down and out," and the less fortunate. An employee of the Sheriff's Office to them represents this country, the law, and the attitude of the government, and can be influential in helping such people understand what is required of them, and to gain their cooperation in law enforcement efforts. Most people feel better after having handled a situation courteously than they do after being rude or abrupt. There is a feeling of pride in knowing that a person contacted goes away with a feeling of warmth and friendliness towards the employee and the Sheriff's Office, rather than feelings of resentment or indignation. There is no such thing as a small enemy.

Attitude

Attitude and conduct must be in line with the position assumed. Uniform and badge do not give anyone the right to act in an officious, sarcastic, or tough manner. An efficient employee of the Sheriff's Office does not need to be abusive to show authority, and should never let their line of associations with criminals warp their own personality and attitude toward the public that they are serving.

Causes of Discourtesy

Employees in uniform are always seen by a great many more people than they see. Curious crowds watch them. In other words, they live in a "glass house." A feeling of self-importance sometimes follows the donning of a uniform. This feeling of self-importance may make the employee take each violation of the law as a personal offense, as if offenders were purposely doing something to annoy them. Reaction, then, is one of "getting even" rather than impartial enforcement of the law.

With the strain of duty and the many responsibilities that a employee has, there may be a loss of sleep. Fatigue may make one irritable and easily upset. The employee should be on guard to see that physical condition is not an excuse for “taking it out” on the public or inmates.

An employee may not be discourteous because an individual being dealt with has been discourteous. Offenders are usually on the defensive when approached by a employee, and may open an attack with abusive language and discourteous behavior. Employees who can maintain self-control under such situations, and deal both firmly and courteously with offenders, show themselves to be superior and are far more effective. In other words, do not lower yourself to their level.

Discourtesy is sometimes due to lack of knowledge and understanding. Courtesy is something which is acquired through continuous practice, imitation, and thoughtfulness based on a sincere consideration for the feelings of others. It becomes a more intimate part of the personality and captures goodwill wherever the person possessing it goes.

Bearing

There is strength in calmness; therefore, employees should maintain composure despite trying conditions. In a time of stress and disaster, there are those who may become distracted and excited. Employees can best execute their responsibilities when they can take charge of situations with calmness and an appearance of knowing what should be done. An employee with good bearing stimulates confidence.

An attitude of blustering, cross-grained officiousness gains nothing except the ill will of those whom the employee should be serving. Cultivate the ability to meet people easily and employ tact and consideration. These attitudes will be helpful in any task that is performed.

Courtesy is built on the ability to show respect to others in both trivial and important contacts. Thus, respect is invited in return. By making a sincere effort to understand the other person’s point of view, the key to understanding and good judgment is acquired in all contacts.

CODE OF CONDUCT

PURPOSE:

All employees of the Blount County Sheriff's Office are employees of a team working together with the primary objective of serving and protecting the community. Employees who fail to follow the rules and regulations governing conduct not only penalize themselves, but do a disservice to all other employees of the Sheriff's Office.

The Code of Conduct is not intended to limit the authority of the Sheriff, or any of his designates, to impose disciplinary sanctions deemed appropriate to the circumstances of personnel behavior. The following Code of Conduct is a part of the *Sheriff's Office Human Resources Policies and Procedures Manual* and any of the policies and procedures and/or standard operating procedures manuals that are in place, or will be developed in the future.

POLICY:

It will be the responsibility and duty of all supervisory personnel of the Sheriff's Office to enforce policies and procedures, the Code of Conduct, and administrative requests, and employees are expected to abide by them, and may be disciplined for violation(s) of them.

In recognition of the fact that each instance of misconduct differs from somewhat similar actions in many respects, the Sheriff retains the right to treat each occurrence on an individual basis without creating a precedent for other cases that may arise in the future. The classes of violation (which are based upon definitions presented in *Human Resources Rules and Regulations*, Chapter 5, Disciplinary Procedures) indicated in the Code of Conduct and in policies and procedures are not to be construed as a limitation upon the retained rights of the Sheriff, but as a guide. Therefore, the Sheriff, and/or his designee, may modify the recommended penalties indicated in the classes of violation, including a lesser or more severe penalty, when extenuating circumstances are found..

DEFINITIONS:

Administrative Authority - Authority delegated by the Sheriff to supervisors to monitor, advise, or report the activities of subordinate personnel.

Agency -The Blount County Sheriff's Office.

As Soon as Possible - The phrase "as soon as possible" will be construed to mean "immediately or as soon as practical."

Chain of Command - The direct line of delegated authority and communications between the Sheriff and agency personnel in descendant and ascendant procedure of rank or position within the agency.

Class of Violation - The level of punitive disciplinary action that may be taken as a result of violation of a provision of the Code of Conduct. Classes of violations are defined in Chapter 5, Disciplinary Procedures, in the *BCSO Human Resources Rules and Regulations Manual*.

Code of Conduct - Rules and regulations, organizational information, and/or code of ethics that govern conduct and specify disciplinary sanctions for violations.

Commander/Commanding Officer - Officers who hold the rank of Captain or above.

Competent Authority - One who holds a position that legally qualifies them and vests their position with the power to influence or command.

Cowardice - One who shows disgraceful fear or lack of courage.

Disorderly Fashion - Engaging in conduct offensive to the public order.

Employees - Sworn personnel of the Sheriff's Office including those certified as law enforcement personnel and corrections officers, and positions not requiring certified personnel.

General Order or Written Directive - A written document issued by the Sheriff used to present agency policy and to direct how the policy is to be implemented through methodology and/or procedures.

Indecent - An action offensive to community standards of manners or morals.

Lewd - Actions found obscene.

May/Should - "May" is permissive; "should" is advisory. "Should" is used to describe action that is in the best interest of the agency.

On Duty - On duty hours is the period of time during which personnel are actively engaged in the performance of regularly scheduled assigned duties and assignments.

Personnel/Employees - All persons employed by the Blount County Sheriff's Office.

Personnel Rights - As related to the conditions of employment, the term "rights" will designate those conditions, which are specifically defined by state or federal law, or the *Sheriff's Office Human Resources Rules and Regulations*.

Plurality - The singular includes the plural and the plural includes the singular.

Policies and Procedures Manual - A book, binder, or program on the Sheriff's Office computer network containing policies, operational procedures, and job related information.

Post - A specific area or function of the Detention Center designated for purposes of facility security.

Superior – An employee of higher rank.

Supervisor - An employee who has the authority to direct and inspect the work of others.

Sworn Employee - An employee whose duties require him or her to function as a law enforcement or corrections officer.

Tense - Words used in the present tense will include the future tense.

Will/Must - The words “will” and “must” are used to indicate mandatory action.

Zone - A geographic area delineated by specific boundaries and administratively designated for purposes of patrol, investigation, or supervision.

PART I. PROFESSIONAL CONDUCT AND RESPONSIBILITY

1.00 Insubordination

Employees assigned to the various divisions and sections of the Sheriff's Office are subject to the lawful supervision of all supervisory personnel and will complete their assignments within a reasonable time. The failure or deliberate refusal of any employee to obey a lawful order given by a supervisor will be termed insubordination. Flouting the authority of a supervisor by manifest disrespect or by disputing his or her orders, as well as disrespectful, mutinous, insolent, or abusive language or conduct toward a supervisor, is also insubordination. (Serious)

1.01 Conflicting or Illegal Orders

- A. A supervisor will not knowingly issue any order that is in violation of any law, rule, regulation, policy or procedure. (Serious)
- B. Employees given an otherwise proper order that is in conflict with a previous order, rule, regulation, or directive, will respectfully inform the supervisor issuing the new order of the conflicting order, and if the new supervisor does not alter or retract the conflicting order, the new order will stand. Under these circumstances, the responsibility for the conflict will be upon the supervisors involved. Employees will obey the conflicting order and will not be held responsible for disobedience to the first order, rule, regulation, or directive previously issued. (Serious)
- C. Employees will not obey any order that they know, or should know, would require them to commit any illegal act. If in doubt as to the legality of an order, employees will request the issuing supervisor to clarify the order in writing or to confer with higher authority. (Serious)

1.02 Neglect of Duty

Improper performance of, or failure to perform a required law enforcement duty, will be deemed neglect of duty. Employees will not engage in any activities or personal business that could cause them to neglect or be inattentive to duty. (Serious)

1.03 Knowledge of Laws and Regulations

Every employee will establish and maintain a working knowledge of all pertinent laws and Sheriff's Office rules, regulations, policies, and procedures. In the event of improper action or breach of discipline, it will be presumed that the employee was familiar with the above. Depending on the severity of the violation committed, the Sheriff, Chief Deputy, or an Assistant Chief Deputy may classify the violation as Serious. (Minor or Serious)

1.04 Conformance to Laws

- A. Employees will obey all laws of the United States and of any state and local jurisdiction in which the deputies are present. (Serious)
- B. A conviction of the violation of any law shall be prima facie evidence of a violation of this section with the exception of minor misdemeanor violations. (Serious)

1.05 Assistance to Other Deputies

Deputies will take effective law enforcement action, and will aid and protect a fellow deputy(s) in times of danger or under circumstances where danger might reasonably be impending, except when actually incapacitated. (Serious)

1.06 Emergency Duty

Deputies off duty will report for duty promptly or in compliance with the directive given them upon the receipt of notification that an emergency situation exists. (Serious)

1.07 Reporting for Duty

Employees will report for duty at the time and place required by assignment or orders, and will be physically and mentally fit to perform their duties. They will be properly equipped and aware of information required for the proper performance of duty so that they may immediately assume their duties. (Minor)

1.08 Law Enforcement Service off Duty

Deputies, while off duty and within Blount County, will perform necessary law enforcement services whenever or wherever they are aware of a serious criminal offense or a present threat to life. When there is no urgent or immediate need for law enforcement action or service, they will call for the services of deputies on duty. (Serious)

1.09 Special Assignments - Not Exclusive Duty

Notwithstanding the fact that a deputy may be detailed to specific duties, he is not considered relieved from taking proper law enforcement action when the occasion requires it. (Example: Detectives are not excused from rendering assistance at the scene of traffic accidents.) (Minor)

1.10 Carrying Identification and Weapon Off Duty

Deputies, when off duty and in Blount County, unless impractical, may carry, or have in their immediate possession, their departmental identification and approved

weapon, and will not carry firearms when the carrying of a firearm would be a violation of applicable state or federal law including, but not limited to, *TCA 39-17-1305, 39-17-1306, 39-17-1309, 39-17-1311, 39-17-1315, and 39-17-1321*. (Minor).

1.11 Reporting Change of Address and/or Telephone Number

Employees will keep the Sheriff's Office informed of their correct address and telephone number. All employees will report any change in their residence and/or phone number to the Assistant Chief of Administration, or designee, within 24 hours after such change. Such reports of notification must be in writing. (Minor)

1.12 Possession and Use of Drugs

Employees will not possess or use any controlled substances, narcotics, or hallucinogens except when prescribed in the treatment of employees by a physician or a dentist. (Serious)

When controlled substances, narcotics, or hallucinogens are prescribed, employees will report this prior to the beginning of the work shift or tour of duty. (Serious)

1.13 Use of Alcohol On Duty or in Uniform

- A. Employees will not consume intoxicating beverages while in uniform or on duty, except in the performance of duty or while acting under proper and specific orders from a supervisor. (Serious)
- B. Employees will not appear for duty or be on duty while under the influence of intoxicants to any degree whatsoever, or with an odor of intoxicants on their breath. (Serious)
- C. Employees will not store or bring into any county facility or vehicle alcoholic beverages that are not held as evidence and stored in accordance with Sheriff's Office procedures. (Serious)
- D. Employees may not consume any alcoholic beverage 6 hours prior to reporting for duty, or when in an on-call status. (Serious)

1.14 Gifts, Gratuities, Bribes, or Rewards

Employees will not solicit or accept from any person, business, or organization that does business with the Sheriff's Office or could potentially do business with the Sheriff's Office any gift, (including money, gratuity, tangible or intangible personal property, loans, promises, services, or entertainment) for the benefit of the employee or the Sheriff's Office. Employees may be permitted to accept meals or other items of nominal value only with the permission of the Sheriff. (Serious)

1.15 Abuse of Process

Employees will not knowingly make false accusations of a criminal offense or traffic charge. (Serious)

1.16 Work Actions

Employees will not engage in any strike. "Strike" includes the concerted failure to report for duty, willful absence from an employee's position, unauthorized holidays, the stoppage of work, or the abstinence in whole or in part from the full, faithful, and proper performance of the duties of employment for the purposes of inducing, influencing, or coercing a change in conditions, compensation, rights, privileges, or obligations of employment. (Serious)

1.17 Use of Polygraph, Medical Examination, Photographs, and Line-ups

- A. **Polygraph Examinations:** Upon the order of the Chief Deputy, or designee, employees will submit to polygraph examinations when the examination is specifically directed and narrowly related to a particular internal investigation being conducted. When the matter being investigated is criminal in nature, an employee may be required to submit to a polygraph examination without the need for any complainant first submitting to a polygraph examination. No employee will be required to waive immunity from criminal prosecution that could in any way arise from the internal investigation and the submission to the polygraph examination. Any information that is obtained through the polygraph examination cannot and will not be used against the employee should a later criminal proceeding arise. (Serious)

- B. **Medical Examinations, Photographs, and Line-ups:** Upon the order of the Chief Deputy, or designee, employees will submit to any medical, ballistics, chemical, or other tests, photographs, or line-ups. All procedures carried out under this sub-section will be specifically directed and narrowly related to a particular internal investigation being conducted by the Sheriff's Office. (Serious)

1.18 Unexcused Absence for 3 Consecutive Days

Employees will not be absent from duty (unexcused) for 3 consecutive days. (Serious)

1.19 Unbecoming Conduct

Employees will conduct themselves at all times, both on and off duty, in such a manner as to reflect most favorably on the Sheriff's Office. Conduct unbecoming an employee will include that which brings the Sheriff's Office into disrepute or reflects discredit upon the employee as a member of the Sheriff's Office, or that which impairs the operation or efficiency of the Sheriff's Office or employee. (Serious)

1.20 Abuse of Leave Privileges

- A. Employees will not falsely report themselves ill or injured, or otherwise deceive or attempt to deceive any official of the Sheriff's Office as to the condition of their health. (Serious)

- B. Employees will not falsely deceive or attempt to deceive any official of the Sheriff's Office in any situation pertaining to military leave or bereavement leave. (Serious)

1.21 Unsatisfactory Performance

Employees will maintain a sufficient competency to properly perform their duties and assume the responsibilities of their positions. Employees will perform their duties in a manner that will maintain the highest standards of efficiency and effectiveness in carrying out the functions and objectives of the Sheriff's Office. Unsatisfactory performance may be demonstrated by a lack of knowledge of the application of laws required to be enforced; unwillingness or inability to perform assigned tasks; the failure to conform to work standards established for the deputy's rank, grade, or position; the failure to take appropriate action on the occasion of a crime, disorder, or other conditions deserving police attention; or absence without leave. In addition to other indications of unsatisfactory performance, repeated infractions of rules, regulations, directives, or orders of the Sheriff's Office will indicate unsatisfactory performance. (Serious)

1.22 Abuse of Position

Employees will not lend to another person their identification cards or badges, or permit them to be photographed or reproduced without the approval of the Sheriff. Employees will not authorize the use of their names, photographs, or official title that identifies them as Sheriff's Office employees in connection with testimonials or advertisements of any commodity or commercial enterprise without the approval of the Sheriff. (Serious)

1.23 Dissemination of Information

Employees will treat the official business of the Sheriff's Office as confidential. Information regarding official business will be disseminated only to those for whom it is intended, in accordance with established procedures. Employees may remove or copy official records or reports only in accordance with established procedures. Employees will not divulge the identity of persons given confidential information except as authorized by proper authority. Confidential information includes information received in a verbal, paper, or automated manner. (Serious)

1.24 Use of Force

Deputies will not use more force in any situation than is reasonably necessary under the circumstances. Deputies will use force in accordance with law and Sheriff's Office procedures. (Serious)

1.25 Use of Weapons

Deputies will not use or handle weapons in a careless or imprudent manner. Deputies are authorized the use of firearms or weapons consistent with Sheriff's Office policy and directives. (Serious)

1.26 Abuse or Loss of Equipment

Employees will not intentionally abuse, deface, alter, or damage any Sheriff's Office equipment or property. Lost equipment will be reported to the appropriate supervisor as soon as possible. (Serious)

1.27 Unexcused Absence (Daily)

Employees will have the responsibility to produce factual evidence for an acceptable excuse for each day's absence when requested by a supervisor. Factual evidence of an acceptable excuse is required for absences of more than 3 days. (Minor)

1.28 Leaving Duty Post

Employees will not leave their assigned duty posts during a tour of duty except when authorized by proper authority. (Minor)

1.29 Employment Outside the Sheriff's Office

Employees will follow established policies and procedures when engaging in off duty employment. (Minor)

1.30 Personal Appearance

- A. Employees on duty will wear official uniforms or other clothing in accordance with established policies and procedures. (Minor)
- B. Except when acting under proper and specific orders from a supervisor, employees on duty will maintain a neat, well-groomed appearance, and will style their hair in accordance with established policies and procedures. (Minor)

1.31 Political Activity

State law encourages every employee to exercise their right to vote in all elections. However, Sheriff's Office employees will not: engage in political activities while on duty; be required as a duty of office or employment, or as a condition for

employment, promotion, or tenure of office, to contribute funds for political or partisan purposes; coerce or compel contributions for political action of any person; use any supplies or equipment of the county or Sheriff's Office for political or partisan elected office. (Minor)

1.32 Submitting Sheriff's Office Reports

Employees will submit all necessary reports on time and in accordance with established written directives. (Minor)

1.33 Submitting False Reports

Reports submitted by employees will be truthful and complete, and no employee will knowingly enter, or cause to be entered, inaccurate, false, or improper information. (Serious)

1.34 Processing Property and Evidence - Negligent Actions

Property or evidence that has been discovered, gathered, or received in connection with Sheriff's Office responsibilities, will be processed in accordance with established written directives. (Serious)

1.35 Processing Property and Evidence

Employees will not convert to their own use, manufacture, conceal, falsify, destroy, remove, tamper with, or withhold any property or evidence in connection with an investigation or other police action, except in accordance with established policies and procedures. (Serious)

1.36 Use of Sheriff's Office Equipment

Employees will use Sheriff's Office equipment and property only for its intended purpose in accordance with established policies and procedures. (Minor)

1.37 Operating Vehicles

Employees will operate official vehicles in a careful and prudent manner, and will obey all lawful and Sheriff's Office orders pertaining to such operation. Loss or suspension of any driving license will be immediately reported to a division captain in writing. (Minor)

1.38 Carrying Firearms

Deputies will carry any approved firearm or weapon in accordance with all applicable federal, state, local laws, rules, regulations, policies, procedures, and POST standards. (Serious)

1.39 Arrest, Search, and Seizure

Deputies will not make any traffic stops, arrests, search, or seizure that they know, or should know, is not in accordance with law and Sheriff's Office policies and procedures. (Serious)

1.40 Court Responsibility

Deputies will follow established Sheriff's Office policies and procedures regarding court responsibility. (Minor)

1.41 Deputy Identification (For Undercover Purposes)

Deputies in uniform will not speak to, or otherwise recognize, deputies in civilian clothes unless they are spoken to first. The purpose of this section is to prevent the identification to the public of deputies who may be assigned to undercover investigations through open recognition by deputies in uniform. This does not apply to non-certified employees. (Minor)

1.42 Introduction of Weapons, Explosives, or Other Contraband Into the Adult or Juvenile Detention Centers

All employees must be aware that firearms, explosives, or other contraband in the Adult or Juvenile Detention Centers can cause great hazards to the lives of others. No employee will wear, carry, or introduce any weapon (loaded or unloaded), any explosive material, or any contraband into the Adult or Juvenile Detention Centers. Employees are also considered to be in violation of this rule if they admit non-employees, visitors, or officers from other agencies into the Adult or Juvenile Detention Centers while those persons are in possession of weapons, any explosive material, or other contraband. Any employee who introduces any package, parcel, or container into the Adult or Juvenile Detention Centers is responsible for searching the item to ensure that it is free of any dangerous contraband. This rule is not intended to prohibit the use of firearms when officers are participating in an emergency operation in the Adult or Juvenile Detention Centers. (Serious)

1.43 P.O.S.T. and T.C.I. Certification Requirements and Criteria

P.O.S.T. and T.C.I. certified personnel are required to maintain all certifications required by the Tennessee Police Officer Standards and Training Commission as outlined in *T.C.A. 38-8-101 and 38-8-104*, as amended, and the Tennessee Corrections Institute. Failure to maintain these certifications by certified personnel will result in termination. (Serious)

1.44 Financial Responsibility

All employees shall be responsible for financial commitments made. Irresponsibility brings discredit upon the Sheriff's Office and can result in mandatory counseling.
(Minor)

1.45 Financial Responsibility (Revised 07/26/07)

An employee who is involved in three (3) or more incidents of financial irresponsibility within a twelve (12) month period. (Serious)

1.46 Training Requirements

Upon receipt of all training certificates, Deputies will submit copies of training certificates to the Training Unit within two weeks of completion of all courses.
(Serious)

1.47 Training Requirements

Upon request of the Training Unit, Deputies may be requested to submit additional documentation as required by P.O.S.T. and T.C.I. Upon request of this documentation, Deputies will have five days to submit the requested documentation.
(Serious)

1.48 Training Requirements

Deputies will report to all training sessions on time and in the proper attire and will complete all assigned training courses unless excused by an Assistant Chief of their division. The Training Unit or Training Instructors will be immediately notified of the excused absence. (Serious)

1.49 Participation in Auctions or Sales sponsored by the Blount County Sheriff's Office (New Amendment, 09/04/07)

The purpose of this Code of Conduct is to prohibit Blount County Sheriff's Office employees from engaging in transactions or having financial or personal interests that conflict with their official duties or tend to impair their judgment in performing their duties. This code seeks to prevent both actual and potential conflicts of interest.

The Blount County Sheriff's Office employees, their family members, and or their representatives may not participate in auctions or sales sponsored by the Blount County Sheriff's Office during which process the disposal of property that the Sheriff's Office employees have seized, maintained, or classified as surplus has been selected for that auction or sale.

This involvement would create a potential conflict of interest and the appearance of impropriety for the Sheriff's Office employee involved in the acquisition through seizures, maintenance, disposition and disposal of the property in Sheriff's custody to bid on and purchase that property at the auction or sale. Allowing the Sheriff's Office

employee to be involved in the purchase would create the justifiable impression to the public of a conflict between the employee's official duties in seizing and disposing of the property and the employee's personal and financial interests.

Employees owe a fiduciary obligation that requires them to place the Sheriff's Office best interests above their own private interests. It prohibits employees from participating directly or indirectly in any recommendation or decision in which they, their immediate family, or a related business have a financial or personal interest. It raises a potential, if not actual, conflict of interest for the same individual to make the decision that property in the Sheriff's Office custody should be sold and then purchase that property at the auction or sale. This personal interest in the property would tend to impair the decision maker's judgment and conflict with his or her official duties in determining whether the Sheriff's Office should retain the property for its own use, destroy it, discard it, or relinquish the property through a public auction or sale.

It prohibits employees from using confidential information acquired in their official capacity to advance their own financial or personal interests. In each instance, the employees may have access to inside information about the property to be sold that is not available to other persons who attend the public auction or sale. It would create the appearance of impropriety and a potential conflict of interest for the same individual to process, handle, or seize property in his official capacity and then subsequently purchase that same piece of property for his own personal use. To protect the integrity of the process, there needs to be a total separation between the Sheriff's Office employees who make the decisions to acquire and dispose of the property and the persons who may benefit from those decisions by purchasing property at the auction or sale. (Serious)

Any violations covered in this section of the Code of Conduct will be classified as a serious violation.

1.50 Code of Ethics

An employee may be found to have violated the BCSO Code of Ethics separately or in conjunction with a violation of the Code of Conduct. (Serious)

PART II. PERSONAL CONDUCT

2.00 Visiting Prohibited Establishments

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

2.01 Associations

Employees will avoid any associations or dealings with persons whom they know are persons under criminal investigation or criminal indictment, or who have a reputation in the community or the Sheriff's Office for present involvement in felonious or criminal behavior, except as necessary to the performance of official duties, or where it is unavoidable because of other personal relationships of the employee. (Serious)

2.02 Ridicule or Criticism of the Sheriff's Office

Employees will not publicly criticize or ridicule the Sheriff's Office, its policies, or other employees, by speech, writing, or other expression, where such speech, writing, or other expression is defamatory, unlawful, undermines the effectiveness of the Sheriff's Office, interferes with the maintenance of discipline, or is made with reckless disregard for truth or falsity. **NOTE:** This section is not to be construed as restricting in any way the guaranteed constitutional rights of any employee. (Serious)

2.03 Public Statements and Appearances

Unless done pursuant to proper authority, employees will not address public gatherings, appear on radio or television, prepare any articles for publication, act as correspondent to a newspaper or a periodical, release or divulge investigative information or any other matters of the Sheriff's Office while holding themselves out as representing the Sheriff's Office in such matters. (Serious)

2.04 Conduct - General

Employees will not conduct themselves in an immoral, indecent, lewd, or disorderly manner, or in a manner that might be construed by an observer as immoral, indecent, lewd, or disorderly. Employees will not commit acts of misconduct, neglect of duty, or conduct unbecoming an employee and a citizen, even though such conduct is not specifically set forth in this order. (Serious)

2.05 Attorney and Bail Bondsman Services

Employees will not suggest, recommend, advise, or otherwise counsel concerning the retention of an attorney or bail bondsman (by name, firm, etc.) to any person coming to their attention as a result of law enforcement business. (Minor)

2.06 Violations of Rules and Orders - Reporting

Employees will report to their immediate supervisor any violations of Sheriff's Office rules or directives they observe by any other employee of the Sheriff's Office. (The degree of severity is equal to the degree of severity of the violation that the employee fails to report)

2.07 Truthfulness

- A. When questioned by supervisors or investigators in connection with matters relating to an administrative or criminal investigation, it is the duty of employees to respond truthfully to all questions relating to the investigation. A refusal to respond to such questioning is in itself a violation of the rules and regulations of the Sheriff's Office, and makes the member subject to disciplinary action. In any case, when an employee declines or refuses to answer proper questions relating to his or her official duties, it will be the duty of a supervisor or investigator to make a complete written report of the circumstances, together with a recommendation for appropriate disciplinary action based on the refusal of the subordinate to make a statement as directed. This will be in addition to any other charges against an offender that the circumstances may warrant. (Serious)
- B. No employee will willfully depart from the truth either in giving testimony or in making any sworn statement. (Serious)

2.08 Following the Chain of Command

Any employee of the Sheriff's office who desires an interview with members above the employee's supervisor will make a request to his or her supervisor stating briefly the reason for the request, and the supervisor will transmit the request to the person indicated for his or her approval or disapproval. This will not be construed as restricting any employee of the Sheriff's Office from requesting an interview with any member of the Sheriff's Office Command Staff. (Minor)

2.09 Respect Between Ranks

Deputies will treat those in the Sheriff's Office of a supervisory or lesser rank with the courtesy due them as fellow law enforcement officers. In referring to or addressing a supervisory officer in an official capacity, the appropriate rank (title) of the employee addressed or referred to will be used. Supervisors, in addressing employees of the Sheriff's Office below the rank of Sergeant on official business will use the title "deputy." (Minor)

2.10 Recording of Communication

To prevent dissemination of confidential information and the unauthorized recording of communications between employees, no employee of the Sheriff's Office will tape or otherwise record any communication between the employee and any other employee of the Sheriff's Office unless specifically authorized by General Orders, or with the prior approval of the employee being recorded, or the Chief Deputy. (Serious)

2.11 Purchase of Lottery Tickets

Employees shall not purchase any type of lottery ticket while on duty, or in uniform, or while driving a county owned vehicle. (Minor)

2.12 Personal Web Pages / Sites

The Blount County Sheriff's Office recognizes that employees have a right to have personal web pages or sites i.e. Facebook, My Space etc. However, employees who have personal web pages or other type of Internet postings, which can be accessed by the public, shall not identify themselves directly or indirectly as an employee of the Blount County Sheriff's Office. (Serious)

Photographs or other depictions of department uniforms, badges, patches, any issued equipment, marked and unmarked Sheriff's Office vehicles shall not be used on employee Internet postings. (Serious)

PART III. CONDUCT TOWARD THE PUBLIC

3.00 Courtesy

- A. Employees of the Sheriff's Office will be courteous and orderly in their dealings with the public and other members of the Sheriff's Office, and will be attentive to and take suitable action on reports and complaints by a private person, except when circumstances make it necessary for them to report the matter, or refer the complainant to a more suitable employee or other agency. Employees will fulfill proper requests for information or assistance, or they will aid the person in otherwise obtaining the requested information or assistance. (Minor)
- B. Employees will be orderly and attentive, and will exercise patience and discretion in the performance of their duties. They will avoid an abrupt manner in answering questions, and will maintain an even temper in spite of provocation, remaining cool and collected at all times. Employees will refrain from harsh, violent, coarse, profane, sarcastic, or insolent language. When requested to do so, they will give their name and badge number in a respectful, courteous manner. (Minor)

3.01 Responding to Calls

Employees will respond without delay to all calls for law enforcement assistance from citizens. Emergency calls take precedence, but all calls will be answered as soon as possible consistent with normal safety precautions and vehicle laws. Failure to answer promptly a call for law enforcement assistance, without justification, constitutes misconduct on the part of the employee(s) involved. (Serious)

3.02 Telephone Procedures

When an employee of the Sheriff's Office is called on the telephone, the employee will respond promptly by giving the command to which the member is attached, the employee's rank (title), and the employee's surname. (Minor)

3.03 Discussion of Controversial Subjects

Employees will avoid public discussions on racial, religious, political, or other controversial subjects while on duty. They will refrain from the public discussion of the merits of any law or ordinance. (Minor)

PART IV. CONDUCT IN ARRESTING AND PROCESSING LAW VIOLATORS

4.00 Identification Before Taking Police Action

Except when impractical or unfeasible, or where the identity is obvious, deputies will identify themselves by displaying their badge or identification folder before taking law enforcement action. (Minor)

4.01 Field Interviews

Persons encountered under suspicious circumstances should be stopped and questioned, but not detained against their will unless the Deputy feels there is reasonable suspicion that authorizes the brief detention. When / if the Deputy develops probable cause then the Deputy may effect an arrest. (Minor)

4.02 Probable Cause - Arrest

When a deputy has probable cause to believe that a felony has been committed, and probable cause to believe that an individual is guilty of that felony, the individual(s) will be questioned, if appropriate, and if circumstances warrant, they will be taken into custody. (Serious)

4.03 Traffic Stops - Notification to Communications Center

Whenever a deputy stops a vehicle for a traffic violation or a vehicle check, the deputy will notify the Communications Center of the location, the make, year, and color of the vehicle stopped, and the license number, including state. The Communications Center will answer, giving the time and an acknowledgment of the call. If the deputy making the stop does not call in 10-98 within 3-5 minutes, the Communications Center will contact the deputy by radio to ascertain the status of the situation. If radio contact is not established, the Communications Center will immediately send a backup and a supervisor. (Minor)

4.04 Treatment of Prisoners

Prisoners and suspects will be treated in a fair and humane manner. They will not be humiliated, ridiculed, taunted, or embarrassed. Employees will make written reports to their supervisor of any form of resistance. Copies of these reports will be forwarded to the Chief Deputy and the Internal Affairs Investigator. (Serious)

4.05 Advising Persons of the Reason for Arrest

At the time of an arrest, the person arrested has a right to know the reason for such arrest and the deputy's authority, therefore the deputy will honor this right. (Minor)

4.06 Arrest, Transportation, and Detention of Prisoners

In the arrest, transportation, and detention of prisoners, a deputy will take precautions to prevent an escape, injury to him or herself or others, injury to the prisoner, and the damage to property. When making an arrest, a deputy will search the prisoner carefully and immediately take possession of all weapons and related evidence. (Serious)

4.07 Conduct During Interrogations

Deputies will not conduct their interrogation of suspects in a manner that would tend to compel a confession. They will not use the threat of physical force or violence, nor will they make any promise of immunity, probation, or lesser degree of prosecution, or hold any other inducement up to an individual for the purpose of obtaining a confession. (Serious)

4.08 Personal Property of Arrested Individuals

An arresting deputy will be responsible for the security of the personal property in the possession of an arrested person under his or her control at the time of arrest until such time as said property can be released to proper authority such as another transporting deputy, wrecker companies, supervisors, or Adult or Juvenile Detention Center personnel. As required, property receipts will be used. (Minor)

4.09 Examination of Prisoners - Medical

Each prisoner in lawful custody will be examined as soon as possible, and if the prisoner has any bruises, cuts, or other injuries requiring medical attention, will be delivered to the appropriate hospital emergency room. (Minor)

4.10 Unconscious Persons – Procedure

When an individual is unconscious from any cause, the deputy in charge will immediately endeavor to restore consciousness to the subject, and request medical transport to the appropriate hospital. (Serious)

4.11 Searches of Persons in Custody

Persons who are in custody or under the care of the Sheriff's Office will not be searched by deputies of the opposite sex unless the situation requires the immediate need for a search to protect the safety of the deputy or other deputies and/or the public. (Serious)

PART V. VIOLATIONS OF SHERIFF'S OFFICE COMPUTER OPERATIONS

5.01 Misuse of Computers, Computer Files, and Computer Mail

Employees who knowingly, directly, or indirectly access, cause to be accessed, or attempt to access any computer software or program, data, hardware, system, network, or any part thereof for the purpose of obtaining money, property, or services for themselves or another by means of false or fraudulent pretenses, representations, or promises will be found in violation of Tennessee law (*TCA 39-14-602*) regarding misuse of computer information. (Serious)

5.02 Entry of Unauthorized Software

Personnel will enter no software without authorization of the Director of Technology, or designated representative. Unauthorized software includes all software not required for job related duties. (Serious)

5.03 Loading and/or Downloading Unauthorized Information (Violation of Confidentiality)

The nature of the information used by the Sheriff's Office requires strict confidentiality. Any personnel loading or downloading unauthorized information is a violation of confidentiality. (Serious)

5.04 Allowing Unauthorized Person(s) to Use Their Password

All personnel will be responsible for ensuring confidentiality of his/her private password. (Serious)

5.05 Allowing Unauthorized Person(s) to Make Entry into the Computer System

Due to the confidential nature of Sheriff's Office records and data, personnel will never allow an unauthorized person(s) to make entry into the system. (Serious)

5.06 Failure to Notify a Supervisor of Equipment Damage, Theft, or Knowledge, or Belief of Unauthorized Access, or Attempted Access

It is an employee's responsibility to ensure equipment under their control is secure and operational. Upon the discovery of equipment damage or theft, it is an employee's responsibility to report such information immediately to their supervisor. If an employee has knowledge or belief that unauthorized access or attempted access has occurred, it is to be reported immediately. (Serious)

5.07 Using Computer Resources to Create, Store, Transmit, or Copy Information that is Obscene, Threatening, or Harassing

Personnel are not to use computer resources to create, store, transmit, or copy information that is obscene, threatening, or harassing, except during investigative activities, and then only in accordance with related policies and procedures. (Serious)

5.08 Knowingly Accessing Internet Sites that are Obscene or Pornographic in Nature, and to Print or Download Such Data

It is specifically forbidden to knowingly access Internet sites that are obscene or pornographic in nature and to print or download such material. This does not preclude the research of such material for investigative purposes by designated personnel in accordance with relative policies and procedures. (Serious)

PART VI. OTHER VIOLATIONS

6.00 Other Violations

Violation of any General Order, policy, or any order not covered in the Code of Conduct will be classified by degree of severity as a minor violation. However, aggravating circumstances involved in an act, or omission to act, may necessitate a more severe disciplinary action.

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Chapter 1. Human Resources Administration

1.01 Terms and Definitions

Accident: An unplanned event in which damage or injury is sustained to equipment or employees.

Administrative Leave: Leave approved with pay by the Sheriff, or his designee, and not covered by any other leave provisions.

Applicant: An individual who indicates a specific interest in a current job vacancy or a type of work for which the Blount County Sheriff's Office hires, and who provides all essential information on a Blount County Sheriff's Office Employment Application Form.

Appointing Authority: The Sheriff is the appointing authority. He may delegate this authority to the Chief Deputy who may then further delegate this authority to an Assistant Chief Deputy.

Authorized Absence: An absence approved by the employee's supervisor after proper notification is given to the supervisor of the reason for the absence and estimated length of absence (see 3.01).

Authorized Position: A position listed in the Manning Table as approved by the Merit Service Board and adopted by the County Commission.

Benefits: A part of compensation made available to eligible employees presented in a Benefits Handbook made available by Blount County Government.

Classification: A group of jobs or positions sufficiently similar in duties performed, degree of supervision exercised or required, minimum requirements of education, experience or skill, and such other characteristics that the same or similar classes, the same or similar tests of fitness, and the same schedule of compensation may be applied.

Class Specification: A document which defines the general character and scope of the duties and responsibilities of positions in a class that is supplemented by examples of work, enumerates knowledge, skills, abilities and other requirements for successful performance of the work, and states minimum experience and education requirements.

Close Family Member: An employee's parents, grandparents, grandchildren, spouse, children, brothers, and sisters; or, the spouse's parents, grandparents, children, grandchildren, brothers, sisters (including step and half-relatives); or, a person who is legally acting in one of the preceding capacities; or, another relative living in the employee's household.

Compensation: Payment made for services rendered that may include pay and/or benefits that are established with the approval of the Sheriff or his designee.

Complement: The authorized list of positions approved by the Merit Service Board as presented by a petition submitted by the Sheriff and maintained by the Assistant Chief of Administration.

Conditionally Probationary Employee: An employee who is notified in writing that improvements must be made in certain areas of job performance within a specified period of time; or, an employee who receives discipline which may include suspension or demotion; or, an employee who is transferred to another position, whether voluntary or involuntary. Current employees who move from one position to another by way of promotion, demotion, or transfer are also required to complete a 12-month conditional probationary period. Conditional employees have no right to an expectation of continued employment in that position.

Contractual Employment: See Independent Contractor.

Demotion: Transfer from one class of position to another of a lower pay grade in which the employee meets the minimum qualification standards. Demotion may be disciplinary or non-disciplinary and carries with it a reduction in pay.

Discharge: See Dismissal.

Discipline: A process of imposing sanctions designed to develop an employee through positive and constructive methods as well as punitive methods. Discipline involves positive reward, remedial training, and counseling, with a commitment to the *Code of Ethics and Conduct Manual* (see Chapter 5, Disciplinary Procedures).

Dismissal: An involuntary termination of an individual's employment with the Sheriff's Office that is accomplished through procedures presented in Chapter 5, Disciplinary Procedures.

Eligible Employee: An employee who meets specific requirements enabling him or her to earn specified compensation and benefits.

Employee: An individual who is employed by the Blount County Sheriff's Office.

Employment: Placement in a vacant position using recruitment processes approved by the Sheriff and administered by the Assistant Chief of Administration, or designee.

Employment Date: Date a new employee reports to work.

Equal Employment Opportunity Plan: A statement and plan of action whereby the Blount County Sheriff's Office maintains nondiscrimination in recruitment, selection,

hiring, pay, promotion, or any other personnel action affecting any of its employees (see Appendix 1 for details).

Exempt (FLSA): Employees exempt from overtime pursuant to the Fair Labor Standards Act (FLSA) (see Section 2.02, Overtime).

Exempt (Merit Service Board Legislation): Employees defined by the Merit Services Board legislation (Chapter 332 of the Private Acts of 1972 – see Appendix 2) as exempt from these rules and regulations including the Sheriff, Chief Deputy, and the Sheriff's Secretary except when the Secretary is a sworn Deputy Sheriff. (Revised by Merit Service Board 9/21/04)

Flextime: Time off during a 28-day work period in recognition of time spent in training not related to in-service, participating in community meetings and the Citizen's Academy, instructing, or other duties required by the Sheriff's Office, in order to eliminate, as much as possible, exposure to overtime.

FLSA Overtime: Overtime paid in salary, or as compensatory time, for hours worked over 40 in a 7-day work period, or for those certified employees eligible for the partial exemption for law enforcement and corrections officers, for hours worked over 171 hours in a 28-day work period.
(See definition for Non-FLSA Overtime)

Immediate Family: (See definition for Close Family Member)

Independent Contractor: A person retained under contract for a specified amount of time at a fixed rate of pay to perform a specific function and who is not covered by any benefits.

Job Description: A detailed written description of the duties, operations, methods, working conditions, equipment and/or material used, line of authority, and other essential facts about a particular job or position.

Leave Accrual Date: The date that determines the rate of annual leave accrual that is computed from the employment date (minus any time in a non-paid status). Part-time employees working less than 30 hours per pay period are not entitled to accumulate or use leave (see 3.02).

Nonexempt: Employees defined by the FLSA and designated by the Assistant Chief of Administration who are eligible to receive compensation at a rate of time and one-half for any hours actually worked in excess of the hours specified by the Sheriff (see 2.02).

Non-FLSA (or Regular) Overtime: Time worked by certified law enforcement and corrections employees who work over their scheduled hours for a work day (10 hours for patrol deputies and 8 hours for all other certified employees) for which they are paid straight time, not time-and-one-half as with FLSA overtime. (See FLSA Overtime)

Non-Probationary Employee: Persons employed against an authorized position and have successfully completed their initial probationary period.

Part-Time Employee: Persons employed to regularly work less than 30 hours weekly.

Pay Day: The fifteenth and the last day of every month. There are 24 paydays annually.

Pay Plan: A plan that includes skill levels and steps used in compensation. Classified positions in the Sheriff's Office are assigned to a skill level based on a class description developed from a job analysis that is conducted periodically. Each skill level has 9 pay steps that represent experience and/or longevity in the position. (See 2.01)

Performance Evaluation Date: (See Semi-Annual Performance Evaluation date)

Personnel File: The official central file for each employee containing information pertaining to employment in the Sheriff's Office maintained by the Office Manager (see 1.10).

Probation: Employees are required to satisfactorily complete a 12-month probation during which time an employee has no right to continued employment, and may be terminated at any time without cause and without any recourse (see also Conditional Probationary Employee). At the discretion of the Sheriff, a probation period may be extended.

Promotion: Transfer from one class of position to another of a higher pay grade in which the employee meets the minimum qualification standards, and which carries with it an increase in pay. The term promotion will not include movement within an approved career development program (see 1.07).

Promotion Probation: A promoted employee will serve a 12-month conditional probation. If an employee fails to meet the higher expectations of the new position, he/she may be returned to their previous position at their former rate of pay, or the Sheriff may extend the probation period.

Reclassification: The change of a position from one classification to another.

Re-employment: Occurs when an employee who voluntarily terminates is subsequently employed again by the Blount County Sheriff's Office. When a former employee returns within 6 months from the effective date of an authorized leave of absence it is considered a *reinstatement*. If an employee who returns has been gone longer than 1 year from the effective date of their termination, the re-employment process is the same as for a new employee (see 1.06).

Resignation: An employee's voluntary termination of employment.

Salary Range: A range of pay associated with a pay grade that includes a minimum rate and a maximum rate of pay (see 2.01).

Seasonal Employee: A full time or part time employee hired for a specific period of time, program, or project of a defined duration for a period less than 6 months in any 12-month period.

Secondary Employment: Employment in any capacity (within or outside of the Sheriff's Office) other than the employee's primary job. (See 6.02)

Semi-Annual Performance Evaluation Date: Performance evaluation dates are the same for all non-probationary employees (January and July). A special evaluation date may be assigned if a supervisor and/or division head wishes to evaluate or re-evaluate an employee's performance at a time other than (but not in lieu of) the scheduled semi-annual performance evaluation date (see Chapter 4, Performance Management).

Separation: The cessation of employment by an employee's action or by action of the Sheriff's Office for any reason (see 1.09).

Separation Date: The last day an employee is physically on the job. The Blount County Sheriff's Office will not be held liable for matters affecting an employee following his or her physical absence from the job due to separation. It is not permissible to delay the effective date by the full or partial amount of annual or compensatory leave earned and unused by the separated employee, therefore pay for annual or compensatory leave balances to eligible employees will be paid on a lump sum basis. If an employee is on approved sick or workers' compensation leave when separated, the effective date may be the actual date of separation notice as given by the employee and not the last day physically on the job. When the effective separation date immediately precedes a holiday, the employee will not be paid for the holiday since he or she is no longer an employee. The Assistant Chief of Administration will determine all official separation dates.

Service Date: The date from which service time is calculated for purposes of service awards. Length of service is not reduced by any approved leave of absence and includes any temporary or part time employment immediately prior to full time employment in an authorized position as defined in this section (see also Continuous County Employment).

Supervisor: An employee who has the responsibility for directing and evaluating the work of other employees, including but not limited to: scheduling work, recommending or taking disciplinary action, providing on-the-job training, approving leave requests, and/or recommending hiring or dismissal.

Suspension: A disciplinary action that results in loss of pay and may also result in loss of benefits depending on the length of a suspension.

Temporary Employee: A full time or part time employee hired for a designated time period not to exceed 60 days and who is not covered by benefits. Temporary employment must be approved by the Chief Deputy and may be extended beyond 60 days by the Chief Deputy.

Transfer: The movement of an employee for any reason from one position to another in the same or different pay grade. This movement may require a conditional probationary period.

Volunteer: An individual who provides services to the Blount County Sheriff's Office without compensation.

Wage Adjustment: A change in the rates assigned to a pay grade contingent on approval of the County Commission.

Workday: A regularly scheduled duty day for an employee. Each division will have varying workdays in each 24-hour period based on job duties and responsibilities.

Workweek: A regularly scheduled 40-hour week, generally five 8-hour days or four 10-hour days as specified in these rules or by the Sheriff.

1.02 Merit Service Board

The Board consists of 5 members selected by the County Commission to administer the provisions of the merit system as established by the Legislature in Chapter 332, Private Acts of 1972. The term of Board members is 3 years on a staggered basis, and a Board member must be at least 21 years old, a United States citizen, and a resident of Blount County. The Board selects one of its members as Chairman. The Sheriff appoints someone to administer the provisions of the Merit Service Board Rules and Regulations and to serve as secretary to the Board.

- A. **Place of Meetings:** The Board will meet at such places as is designated by the Chairman or the Board members calling the meeting.
- B. **Quorum:** A quorum for the transaction of business of the Board will be a majority of the membership of the Board.
- C. **Minutes of Meetings:** Minutes are informally kept of all meetings, but will be reduced to writing by the secretary.
- D. **Voting:** The votes necessary to pass any motion (except a motion to adjourn) will be a majority of the entire membership of the Board.
- E. **Rules and Regulations:** The Board will adopt and amend rules and regulations to implement the enabling legislation.
- F. **Open Meetings:** All meetings of the Board must be open to the public.
- G. **Investigative Power:**
 - 1. The Board, when conducting any investigations or hearings authorized by these rules and regulations, has the power to administer oaths, take depositions, issue subpoenas, compel the attendance of witnesses, and to compel the production of books, accounts, papers, records, documents, and

testimony.

2. In case of the disobedience of any person to comply with the orders of the Board, or of a subpoena issued by the Board or any of its members, or on the refusal of a witness to testify on any matter on which he or she may be lawfully interrogated, the judge in any court of record within Blount County, on application of any member of the Board, may compel obedience by proceedings as for contempt. The Sheriff or his legal deputy will serve such subpoenas as issued by the Board.

H. Record of Testimony: In the interest of economy, arrangements for the production of a record of testimony at a hearing of any appeal of a personnel action will be a matter of negotiation between the Board and the appellant. No appellant, however, may be denied the right to make a written or transcribable record if demanded. An electronic record of good fidelity will be deemed as sufficient to meet this requirement.

I. Assistance of the Sheriff: In preparation for a hearing, or the investigation of personnel matters, the Board may demand the assistance of the Sheriff.

J. Adoption of Rules and Regulations

The Blount County Sheriff's Human Resources Rules and Regulations as set forth in this manual supersede all previous rules and regulations and, having been originally adopted by the Merit Service Board of the Blount County Sheriff's Office (as established by Chapter 332 of the Private Acts of the 1972 General Assembly of the State of Tennessee), and the Sheriff, serve as the base for the human resources rules and regulations governing all Blount County Sheriff's Office employees except for those specifically excepted.

K. Purpose of Rules and Regulations

1. To provide common terms and definitions for human resources administration.
2. To provide equitable conditions of employment for employees of the Blount County Sheriff's Office.
3. To establish and maintain uniform standards of human resources administration.
4. To aid supervisors in dealing with their personnel in a fair and responsible manner.

L. Scope of Application of Rules and Regulations

These rules apply to all divisions, positions, and employees of the Blount County Sheriff's Office. Wherever the terms "he", "his", or "him" are used, they are

meant in a general sense, and are not intended and should not be interpreted to exclude the feminine gender.

M. Amendment of Rules and Regulations

The Merit Service Board may change these rules and regulations may upon recommendation of the Sheriff, or his designee, as provided by the implementing legislation. The Sheriff has appointed the Assistant Chief of Administration the secretary to the Merit Service Board and may serve as the stand in for the Sheriff as it relates to matters before the Board.

N. Compliance

Division heads and supervisors will take necessary and prompt action to ensure compliance with these rules and regulations within their respective divisions and sections.

O. Availability of Rules and Regulations

This *Human Resources Rules and Regulations Manual* is available to all employees on the Sheriff's Office computer network and is maintained by the Assistant Chief of Administration, or designee (see User's Guide). A copy of the manual is available in the offices of the Chief Deputy, each Assistant Chief Deputy, all division captains and their supervisors, the Training Division, and the Accreditation Manager, and is available for review by any employee during normal work hours.

1.03 Human Resources Officer

The Chief Deputy is the Human Resources Officer for the Blount County Sheriff's Office, and is responsible for directing the administration of the *Human Resources Rules and Regulations Manual*. He may delegate to the Blount County Humans Resources Director, or other designee, such of his duties deemed appropriate in connection with the administration of these rules and regulations.

A. Mission of the Human Resources Function

To enhance the quality of life for Sheriff's Office employees by providing quality, uniform human resources services to meet their continually changing needs.

B. Responsibilities of the Human Resources Director

The Human Resources Director, or designee, reports directly to the Chief Deputy and the Sheriff, being their representative charged with administering and interpreting the *Human Resources Rules and Regulations Manual*, and all other human resources responsibilities including, but not limited to:

1. Interpretation and application of these rules and regulations that provide orderliness, fairness, and equity among all employees in the Blount County Sheriff's Office.
 2. Advising the Chief Deputy and the Sheriff on matters concerning human resources administration and, from time to time, recommending to the Chief Deputy, the Sheriff, and the Merit Service Board, such amendments to these rules and regulations deemed appropriate.
 3. Maintaining all centralized records and files relating to Sheriff's Office employees and positions, coordinating as necessary matters relating to federal and state legal requirements such as equal employment, age discrimination, etc.
 4. With the Merit Service Board, ensuring that the administration of the human resources function is accomplished through sound merit system standards, and in compliance with all state and federal laws. The Assistant Chief of Administration, or designee, will review this Manual with the Merit Service Board and the Command Staff at least annually.
 5. Coordinating recruitment, selection, classification, pay, benefits, training, career development, personnel transactions, employee health and wellness services, equal employment opportunity, personnel records maintenance, employee communications, employee relations, policy interpretation, legislative review of personnel matters, and other functions of human resources administration in consultation with the Sheriff, Command Staff, and the Merit Service Board.
- C. In addition to the duties described herein, the Human Resources Director, or designee, will perform such other human resources duties and responsibilities as the Chief Deputy and/or Sheriff may assign.

1.04 Job Task Analysis/Classification Plan

A. Job Task Analysis

1. At least every 3 years, each member of the Sheriff's Office will participate in a job task analysis process that will include completion of a job task analysis questionnaire.
2. Upon completion of job task analysis questionnaires, the Accreditation Manager, with assistance from the Command Staff, will analyze them, compare each to previous job and classification descriptions to determine whether significant changes have occurred, and propose changes to job and classification descriptions as required. Job task analysis will consist of review of the following:
 - a. Work behaviors as they relate to an employee's duties, responsibilities, functions, tasks, etc.
 - b. The frequency with which the identified work behaviors occur.
 - c. Identification of the critical job related knowledge, skills, and abilities

related to work behaviors.

3. Proposed changes to job and classification descriptions will be reviewed by employees, their supervisors, and by the Chief Deputy prior to presentation to the Sheriff.
4. The Chief Deputy will present recommended changes to the Sheriff who will have final approval over changes.

B. Classification Plan

The Classification Plan provides for the grouping of positions into classes based on factors determined by the Merit Service Board, or designee. The plan consists of written specifications of the classes of positions with their titles and rules guiding the allocation of each position to its appropriate classifications, and serves as the basis for the development of the Salary Plan as presented in Section 2.01.

1. Amendment to the Classification Plan

The Assistant Chief of Administration, after review and approval by the Chief Deputy and the Sheriff, may amend the Classification Plan.

2. Class Specifications

Each class specification describes the essential nature of the work, characteristics of positions of the class (with examples), a statement of minimum qualifications and those knowledge, skills, and abilities necessary to perform the duties assigned, and supervisory responsibilities if any. Class specifications are considered descriptive rather than restrictive and do not limit the authority of a division captain or supervisor to direct, control, or evaluate the work of any employee.

3. Class Title

The class title is the official title of the position wherever such position is designated in any payroll, budget estimate, or other official records or reports. Class titles are assigned by the Assistant Chief of Administration after consultation with the Sheriff and Chief Deputy, and based on the allocation of positions approved by the Merit Service Board.

4. Maintenance of the Sheriff's Office Classification Plan

- a. The Classification Plan is the repository for critical information concerning positions in the Sheriff's Office, and is made available to the command staff, supervisors, and any interested employees. Copies of the Classification Plan are available in the offices of the Assistant Chief of Administration, the Accreditation Manager, the Chief Deputy, the

Assistant Chief Deputies, and all division captains. After consultation with the command staff, the Assistant Chief of Administration will prepare recommendations for the Chief Deputy regarding changes or additions to the Sheriff's Office Classification Plan caused by changes in operations, such as additional duties for existing positions, additional positions caused by changes in operational responsibilities, or any matter which in some way changes the duties, responsibilities, knowledge, skills, or abilities requirements of any position.

- b. The Accreditation Manager will prepare required changes in the job and/or classification descriptions as required, ensuring that all incumbents and supervisory personnel have an opportunity to review and revise changes prior to submission to the Chief Deputy for review.
- c. Upon review, the Chief Deputy will forward recommended changes to the Sheriff for approval.
- d. Copies of current classification descriptions are included in Appendix 3.

1.05 Allocation and Distribution of Personnel

A. Table of Authorization

The Table of Authorization (Appendix 4) is a listing of all permanent positions approved by the County Commission and the Merit Service Board. The Assistant Chief of Administration, or designee, will maintain the official record of all positions (Table of Authorization) that have been established under the provisions of these Rules and Regulations.

B. Workload Assessments

Workload assessments will be conducted annually by the Assistant Chief of Administration, or designee, prior to the budget process, and will be submitted to the Sheriff for budgeting purposes. In preparing the workload assessment, consideration will be given to the following:

1. Outstanding programs and projects that impact on manpower allocation.
2. Current job task analysis.
3. The allocation chart as authorized by the Merit Service Board and the County Commission.
4. An analysis of the incidents/tasks handled by deputies based on hour of the day and day of the week
5. Average time required to handle incidents/tasks.
6. Time lost through days off, holidays, mandatory training, and other leave such sick, military, etc.
7. Allocation of deputies to the Patrol Division will be based on a workload assessment that includes the following:

- a. Number of incidents handled by patrol personnel during a specified period.
- b. Average time required to handle an incident at the patrol level.
- c. Calculation of the average percentage of time that should be available to a patrol deputy for handling incidents during a shift.

C. Distribution of Personnel

1. Employees allocated to each organizational component will be distributed in a manner consistent with the workload assessments, and will take into account the time and location factors necessary to complete specific tasks, and will encourage the equalization of individual workloads.
2. Patrol deputies will be distributed in accordance with time factors and the geographic distribution of incidents to equalize individual workloads as much as possible. Information such as the hour of the day, day of the week, and reporting area may be compiled from monthly statistical reports generated by the Crime Analyst and Records.
3. A monthly report of calls for service, minus administrative tasks, is used to determine the percentage of patrol workload on each shift. The hourly distribution of incidents is collected and used to determine if the distribution of personnel within shift hours is affected by hourly workload variances.
4. Reporting areas are based on a grid system using geographical lines, population density, numbers of calls for service, and incident reports. This grid is used to distribute patrol deputies. A computer-generated report may be compiled tabulating incidents by reporting area. In order to equalize the workload, the boundaries of each patrol zone are based on a grouping of reporting areas.

D. Reassessment of Personnel Allocation and Distribution

In conjunction with the development of the annual budget, the Chief Deputy, the Assistant Chief Deputies, and each division captain will:

1. Reassess the allocation of personnel to each shift or operation, using information generated by the Crime Analyst and Records.
2. Reassess the distribution of personnel in accordance with current workload demands, and analyze time, location, demands for service, and shift hours to determine if revisions are necessary.
3. Review all certified and civilian positions to determine which, if any, certified positions should be reclassified as civilian.

E. Specialized Assignments (Revised 05/30/03, 04/08/15)

1. As a part of annual budget preparation, the Chief Deputy or designee will conduct a review of all specialized assignments within the Sheriff's Office and submit a report including the following information:

- a. A listing of all specialized assignments.
 - b. A justification for the continuation of each listed specialized assignment.
 - c. The circumstances or conditions that necessitated implementation of the specialized assignment.
2. At the present time, specialized assignments (with a brief statement of purpose) include:
- a. **School Resource Officer (SRO)** – Deputies who serve as a liaison between the Sheriff’s Office and the Blount County school system.
 - b. **5th Judicial Task Force Agent** – Deputies performing specialized investigative and enforcement activity relating to the interdiction of drug trafficking and other unusual criminal activity as dictated by the Sheriff and the District Attorney General’s office.
 - c. **Deputy assigned to DEA** – Performs specialized investigative and enforcement activities as a liaison between the Sheriff’s Office and the Drug Enforcement Agency.
 - d. **Traffic Safety Officer**- Deputies who are specially trained in traffic enforcement activities and accident investigation.
 - e. **Field Training Officer (FTO)** – Deputies who are specially trained to provide field training to new employees in the Patrol or Corrections Division.
 - f. **K9 Officer** – Deputies serving as handlers for the Sheriff’s Office canines used in law enforcement activities.
 - g. **Dive Team Member** – Deputies who are specially trained in underwater salvage, rescue, and search for evidence associated with criminal activity.
 - h. **Boat Patrol Member** – Deputies specially trained for the operation of a boat patrol on area lakes during the warmer months of the year.
 - i. **Bicycle Patrol Member** – Deputies specially trained to patrol and perform other related duties using a bicycle.
 - j. **Special Weapons and Tactics (SWAT)** - Deputies specially trained in handling tactical situations such as felony arrests, raids, hostage situations, and other special operations.
 - k. **Crisis Negotiations Team (CNT)** - Deputies specially trained in communicating with people who are threatening violence such as but not limited to domestic violence, suicide, barricaded subjects, criminals attempting to escape, hostage-takers, and other special operations.
 - l. **Crime Scene Search Officer (CSSO)** – Patrol deputies who are specially trained in processing crime scenes that do not require the use of Crime Scene Investigator, and who are able to assist Crime Scene Investigator as necessary.
 - m. **Corrections Emergency Response Team (CERT)** – Specially trained Corrections Officers used in special operations in the Adult Detention Center.
 - n. **Investigator** - Deputies who receive specialized training to investigate major crimes such as but not limited to death investigations, child abuse,

- sex crimes, domestic violence, aggravated assaults with serious injury, arson, explosives, computer/internet crimes, fraud/forgery, major property loss, organized crime, and crime sprees.
- o. **Crime Scene Investigator (CSI)** - Deputies who receive specialized training to identify, collect, preserve, photograph, examine, and process many different forms of forensic evidence such as but not limited to finger and palm prints, DNA, marking and impressions and the special equipment used to do so in criminal investigations.
 - p. **Property and Evidence Custodian** - A Deputy who is trained to maintain a well-structured property and evidence management system for the purpose of process incoming and outgoing property and evidence under the control of the BCSO and who secures, stores, and disposes of property and evidence according to State and Federal laws and department procedures.
 - q. **Sex Offender Investigator** - A Deputy who is trained to meet the required standards established by the Tennessee Bureau of Investigations involving registered sex offenders and who will investigate those individuals for compliance to State and Federal laws who live, visit, or conduct business within the boundaries of Blount County, TN.
 - r. **Polygrapher** - A Deputy who has received specialized education and training to meet the required standards of the State of Tennessee for licensure and who will assist in criminal, pre-employment, and internal investigations as well as to assist other agencies upon request.
 - s. **Rape Aggression Defense Training Instructor** - Deputies who are specially trained to teach defense tactics and self awareness to community members.
3. Special assignment openings will be announced in the form of a memo from the Chief Deputy, or designee, posted on a bulletin board located in each division of the Sheriff's Office designated for administrative announcements. All special assignment opening announcements will consist of, at a minimum:
 - a. Length of service or other special skills, knowledge, or abilities required.
 - b. Educational requirements (if any).
 - c. Position description.
 4. For security reasons, openings in undercover or similar special assignments may not be formally announced.
 5. Final selection for a special assignment will be made by the Chief Deputy according to the GO governing each specialized unit, if applicable.

F. Establishment of Positions

Additional authorized positions must be funded in whole or in part based on workload assessments and review by the Chief Deputy and Sheriff, and a recommendation to the Merit Service Board with eventual approval of the County

Commission. When requesting a new position, or reclassification of an existing position, a division captain will submit a request to the Assistant Chief of Administration on a Personnel Action Request Form (see Appendix 4) describing the duties and responsibilities of the position. The Assistant Chief of Administration, or designee, will examine the duties of the proposed position (or existing position) and determine the proper classification. Any classification action will require recommendation of the Assistant Chief of Administration, or designee, and approval of the Chief Deputy and Sheriff, and be subject to the availability of funding. No person will be hired, promoted, demoted, transferred, or paid in any position until the Merit Service Board and the County Commission has approved the position.

G. Discontinuance of Positions

Assistant Chiefs will report to the Chief Deputy, through the Assistant Chief of Administration, any authorized position within their respective divisions they desire to discontinue, by submitting a Personnel Action Request Form or a memorandum. Upon review by the Assistant Chief of Administration, or designee, a recommendation will be made to the Chief Deputy and the Sheriff to either have the position removed by an amendment to the Classification Plan approved by the Merit Service Board, or left as is. If the Merit Service Board approves a discontinuance, the position will be removed from the list of approved positions.

H. Independent Contractors

There may be times when the Sheriff's Office, through Blount County Government, enters into a contractual agreement for certain work to be performed by an individual or a specialized company or organization (i.e., specialized services, construction, consulting, etc.) within a specified time. Persons who are performing contractual work are not considered employees of the County and therefore are not covered by any of its rules, regulations, and benefits.

I. Civilian Employees

1. Positions not requiring certified personnel are specified as civilian positions and staffed accordingly. Civilian positions are identified in the staffing table.
2. The Chief Deputy may annually review positions staffed by certified personnel to determine the necessity for their continuing to be staffed by certified personnel. If deemed appropriate, civilian personnel may staff these positions.
3. Certified personnel may be assigned to a civilian position in the event of an urgent need, to broaden a deputy's experience, or to provide light duty.

1.06 Recruitment and Selection (Revised 01/27/09)

The Sheriff's Office will recruit and select the best candidates available. Emphasis on quality recruitment in full compliance with current law should yield benefits in terms of a lower rate of turnover, fewer disciplinary problems, higher morale, better community relations, and more efficient and effective services. The Chief Deputy, through the Human Resources Director, is responsible for recruiting and selection activities through implementation of a Recruitment Plan and compliance with the selection process.

A. Professional and Legal Requirements

The Chief Deputy, through the Human Resources Director, is responsible for formulating, directing, and coordinating a comprehensive recruitment and selection program involving positive participation and cooperation among Sheriff's Office employees including, but not limited to, the following:

1. Recruiting activities through implementation of a Recruitment Plan.
2. Coordination of the application process by ensuring that Employee Applications are complete, and by coordinating correspondence with applicants.
3. Disqualification of applicants.
4. Preparation of relevant testing components and procedures tailored to meet the specific needs of the Sheriff's Office, and to ensure that the rating criteria for all elements of the testing phase relate to the required knowledge, skills, and abilities established for each position.
5. Establishment and maintenance of eligibility lists.
6. Testing materials are stored in a locked file cabinet in a locked storage room located in the office of the Blount County Director of Human Resources. When those materials are out of their locked storage, they are never left unattended. Materials no longer used in the selection process will be destroyed.
7. Processing of new employees.

B. Equal Opportunity Employer

The Sheriff's Office will strive to obtain the best-qualified applicants available for each opening as it occurs without regard to sex, race, color, religion, national origin, age, disability, or other non-merit or non-job related factors. The Blount County Sheriff's Office Equal Employment Opportunity Plan (Appendix 1) is a part of the Human Resources Rules and Regulations, and copies of the plan are available upon request from the Human Resources Director, or designee.

C. Recruitment Plan

The Chief Deputy, or designee, will prepare and maintain a Recruitment Plan (see Appendix 5) that includes the following elements:

1. Statement of objectives.

2. Plan of action designed to achieve the objectives.
3. Procedures to periodically review the progress towards meeting the objective.
4. Revise/ Reissue the plan as needed.

D. Application Process (Revised 05/30/03, 03/05/08)

1. Applicants who properly complete the Employment Application will be notified of the procedures for employment relating to each aspect of the Selection Process. Applicants will be notified by letter of the date, time, and location of initial on site interviews after a review of their application to ensure that everything requested has been provided. Applicants found to have deficiencies on their application will be provided an opportunity to correct those on the day of the test, at the testing site, prior to the test being given. Failure to correct deficiencies prior to testing will result in disqualification, but will not disallow the applicant from re-applying at a future date.
2. Applicants who properly complete their Employment Application as required will be sent information relating to each aspect of the Selection Process, including a list of the material they will need to bring with them. Each applicant is requested to read the class description of the position(s) for which they are applying to ensure they feel capable of performing the essential tasks required of the position, and if any reasonable accommodations may be required in order to meet the essential tasks. The Sheriff's Office will make whatever reasonable accommodations necessary for an applicant to fill a position, but it must be understood that failure to demonstrate an ability to perform the essential functions of a position, even with reasonable accommodation, may be sufficient reason to disqualify an applicant for a specific position.
3. The Human Resources Director, or designee, will maintain contact with applicants from initial application to final selection disposition.

E. Selection Process (Revised 08/16/07, 03/05/08)

1. The operational elements of the selection process presented below are clearly set forth and carried out identically for all applicants. The elements include testing components, procedures, forms, and assurance that all components relate to the required knowledge, skills, and abilities of the position as developed based on task analysis.
2. The selection process includes the following:
 - a. Determining if any request for accommodation noted on an application can be met. This includes identifying any accommodation requested and determining if it can be met without jeopardizing the basic requirements of a job. If an accommodation cannot be met, the applicant will be informed of the specific essential tasks of a position that could not be performed, even with a requested accommodation.
 - b. Testing of applicants through use of a written examination obtained from

an organization specializing in developing and validating entry-level test instruments criminal justice jobs. These tests will be scored immediately after the tests are administered, and applicants who have failed to make the pre-established passing grade will be so advised. Those who have not made a passing grade may retest at a later date.

- c. Those applicants who have passed the written examination will continue in the selection process. The applicant will be required to complete a pre-polygraph questionnaire that will prepare the applicant for the polygraph examination. It is important for applicants to understand that the polygraph examination is not a sole determinant in the selection process.
- d. A screening committee made up of those designated by the Chief Deputy will conduct formal interviews for those who passed the initial on site interview and are selected by the Chief Deputy for an interview. At the conclusion of the interviews an eligibility list will be established and forwarded to the Chief Deputy for applicants chosen to continue in the selection process. For those not selected, they are notified by mail an instructed they may re-apply in one year.
- e. Those on the eligibility list are eligible for consideration for only 1 year, after 1 year they must re-apply and repeat the process to get placed back on the eligibility list. It is up to each applicant to understand the duration of the eligibility list and to know when to re-apply. The BCSO will not inform applicants when their name is dropped from the list.
- f. Those chosen from the eligibility list by the Chief Deputy will be made a contingent offer of employment to create a hiring pool. Failure to obtain a contingent offer of employment will not remove anyone from the eligibility list.
- g. Finalizing an offer of employment is contingent on an applicant's completion of requirements for employment including but not limited to: a physical examination, a psychological evaluation, a polygraph examination, and a background investigation.

F. Administrative Practices and Procedures

1. Lateral entry is allowed at the patrol deputy and corrections officer level when the Chief Deputy, after evaluating an applicant's prior related service with another agency, can recommend to the Sheriff appointment to a salary level higher than entry level. At the discretion of the Sheriff, lateral entry may be allowed for any position that may require special talents or professional capabilities not found within the Sheriff's Office.
2. Candidates who have been rejected for cause (background investigation) may be allowed to reapply in one year.
3. Candidates rejected due to initial scores being below cut off on the written test will be allowed to reapply and be retested if chosen during the next selection process.
4. At the time an application is submitted on line, the applicant is informed of all elements of the selection process, and is provided a summary of the

information contained in this section as well as the expected duration of the selection process.

5. The Human Resources Director, will inform candidates in writing, not chosen to continue in the selection process.
6. The Human Resources Director will ensure that records of ineligible candidates are retained for a period of 1 year, after which that are disposed of in accordance with federal, state, and local requirements for privacy, security, and freedom of information. These files are maintained in the Blount County Director of Human Resource's office.

G. Background Investigations

1. The Chief Deputy will ensure that a background investigation is completed on applicants who are made a conditional offer of employment. Background investigations will be conducted by personnel trained in background investigation techniques. Personal reference checks will be conducted in person unless great distances are involved, in which case mail and telephone inquiries are appropriate.
2. The purpose of a background investigation is to determine a candidate's suitability for employment. The background investigation must verify state-mandated minimum qualifications for a position, including U.S. citizenship, a high school diploma (or equivalent), and possession of a valid Tennessee driver's license (may possess a valid license from another state, but will be required to obtain a Tennessee license upon employment).
3. Background investigations of applicants for law enforcement or corrections positions will include the verification of a candidate's qualifying credentials including:
 - a. Verification of educational achievement.
 - b. Verification of employment references and, if possible, gaining information regarding work performance.
 - c. Verification of birth date and citizenship.
 - d. Conduct a criminal records check using NCIC, state, and local records, including driving records and a FBI fingerprint check. Once information needed is obtained, printouts of criminal histories and driving records will be shredded, and an entry made on the Criminal Histories Log that the shredding has been accomplished.
 - e. Verification of at least 3 personal references as provided by a candidate and development of at least 3 additional personal references (teachers, landlords, neighbors, friends, co-workers) not listed by the candidate, if possible.
4. Candidates will provide whatever releases necessary that will permit investigators to complete a background investigation.
5. Background investigations will be conducted on civilian applicants to ensure that all persons employed by the Sheriff's Office have suitable backgrounds compatible with the goals and objectives of the Sheriff's Office.

6. The Human Resources Director will ensure that the record of each candidate's background investigation is:
 - a. Maintained, to the extent permitted by law, in the confidential section of each successful candidate's personnel file.
 - b. Maintained for 1 year in a disqualified applicants' file. Names of all new candidates will be screened against available files, and when a prior file is found, the Chief Deputy will review such information to determine further eligibility for candidacy.

H. Polygraph Examinations

Polygraph examinations will be used in the selection process, and are conducted only by trained, certified personnel as required by *TCA 62-27-107 et. seq.*, and in compliance with GO 4.09 located in the *Sheriff's Office Policies and Procedures Manual*. Candidates are provided with an orientation relating to the polygraph process as a part of the testing process, and advised of the areas from which polygraph questions will be drawn prior to the examination. Polygraph examinations as a part of the selection process are used only as an investigative aid and not as a single determinant of employment eligibility.

I. Probationary Period

1. All employees are required to complete a 12-month probationary period. During the probationary period, all patrol deputies and corrections officers must complete an on-the-job training program as prescribed in their respective policies and procedures manuals.
2. After completing the required field training program, probationary work performance will be evaluated monthly for the remainder of the 12-month probation period. (See Chapter 4, Performance Evaluation)
3. The Chief Deputy, upon recommendation of a division captain and the concurrence of an Assistant Chief Deputy, may extend a probation period for up to an additional 12 months.

J. Agreement to Reimburse the Sheriff's Office for Expenses Related to Employment

When offered employment with the Sheriff's Office, a candidate will be asked to sign an agreement (see Appendix 7) requiring that if the candidate voluntarily resigns prior to completion of 3 years of employment, he or she may be required to reimburse the Sheriff's Office based on the following schedule:

1. If the candidate voluntarily leaves during the first year, he or she will be required to reimburse the Sheriff's Office for 100% of the costs and expenses incurred in training the candidate.
2. If the candidate voluntarily leaves after the first year and before the end of the second year, he or she will be required to reimburse the Sheriff's Office for

- 50% of the costs and expenses incurred in training the candidate.
3. If the candidate voluntarily leaves after the second year and before the end of the third year, he or she will reimburse the Sheriff's Office for 25% of the costs and expenses incurred in training the candidate.
 4. Training Supervisors, after consultation with the Assistant Chief of Administration, the division captain of the division where the employee is assigned, and the Chief Deputy, will determine the amount of reimbursement, which, if required, will be made to the Sheriff's Office within 6 months of the date of separation.

K. Employment of Relatives

The Sheriff's Office does not prohibit employment of a member of a current employee's immediate family, provided that the current employee does not exercise any direct control over the employment, or the employment activities of the member or his/her immediate family, and the current employee is not in a position to influence those activities. Questions concerning the interpretation or application of this section should be directed to the Chief Deputy.

L. Fixing Employment Date

Employment will become effective as of the date on which the employee officially begins the performance of the duties of the position. This will include new employee orientation and training. So far as is practical, effective dates will be established at the beginning of a work period. Only the Chief Deputy may make exceptions to this policy.

M. Reinstatement and Re-employment (Revised 11/18/03)

1. **Reinstatement:** When an employee returns to work from an authorized leave of absence, or goes from a paid status to a non-paid status and then back into a paid status within 6 months, and has completed their probation, it is called "reinstatement," which means the employee will be treated as on leave without pay for the time he or she was away. Each case of re-instatement will be evaluate on a case by case basis by the Chief Deputy and/or the Sheriff to determine the length of field training required and other benefits such as leave and seniority.
2. **Re-employment:** When an employee terminates and is subsequently re-employed, it is termed a "re-employment". Each case of re-instatement will be evaluated on a case by case basis by the Chief Deputy and/or the Sheriff to determine the length of field training required and other benefits such as leave and seniority.

N. Emergency Hiring

There may be instances where circumstances and conditions necessitate the hiring

of personnel outside of the normal procedures for filling vacancies. Authority to hire on an emergency basis will be requested in writing to the Chief Deputy. No employment under this provision can be implemented prior to the approval of the Sheriff. As in normal hiring circumstances, only the Sheriff may make commitments on offering a job, a beginning salary, and starting date.

O. Temporary Employees

1. Temporary full time or part time employees are hired for a designated period of time. The Chief Deputy will set the rate of pay after consultation with the Sheriff and the Assistant Chief of Administration, and continued employment or changes in rate of pay should not be expected. These employees are not eligible for benefits and do not earn leave.
2. Full time or part time employees are occasionally hired for a specific program or project for a defined period of time. The Chief Deputy will set the rate of pay after consultation with the Sheriff and the Assistant Chief of Administration, and continued employment or changes in rate of pay should not be expected. These employees are not eligible for benefits and do not earn leave.
3. If an employee changes from temporary status to one that provides for benefits, it is viewed as a change in job status and is not necessarily treated as a promotion or demotion.
4. If a temporary employee moves to an authorized position (as defined in 1.01), it is the supervisor's responsibility to see that the employee meets with the Office Manager so that all proper forms are completed (i.e., tax forms, retirement forms, hospitalization forms, etc.).
5. A temporary employee moving from temporary to full time status must meet the requirements for employment established in this section.

P. Part-Time Employees in Authorized Positions

1. Part time employees are persons assigned to regularly work for less than 30 hours weekly. They must successfully complete a background investigation as prescribed in G. of this section as a condition of continued employment.
2. **Compensation:** Persons employed on a part time basis in an authorized position (as defined in 1.01), will be paid at an hourly rate set by the Sheriff based on budgetary constraints and the demands of the position as defined in the Classification Plan (see 1.04).
3. **Benefits:** Eligible part time employees who are scheduled to work less than 30 hours per week do not earn benefits.

Q. Transfer from Full Time to Part Time

It is the Assistant Chief of Administration's, or designee's, responsibility to inform an employee in an authorized position (as defined in 1.01) transferring from a full time to a part time status, of all changes in benefits. This should be

done before the transfer is complete. The employee will need to be advised of applicable changes in benefits as referenced in the Employee Benefits Handbook.

1.07 Promotion (Revised 07/23/08, 12/05/08, 03/22/10, 07/31/12)

It shall be the policy of the Blount County Sheriff's Office to administer standardized procedures pertaining to the promotional process. Promotion is the process of selecting supervisors and middle managers through the use of testing and evaluation mechanisms that evaluate past performance and future potential. The goal of the promotional process is to examine and select the best-qualified candidates in a valid, fair, and equitable manner.

A. Promotion Responsibilities

1. The Chief Deputy is responsible for the formulation, direction, and coordination of a comprehensive promotion program including the following:
 - a. Job analysis that develops the key dimensions required of supervisory positions.
 - b. Announcements of vacancies describing the processes to be used to fill them.
 - c. Prescribing application procedures and receiving completed applications.
 - d. Disqualification of applicants who do not meet basic requirements.
 - e. Preparation of relevant examination components and procedures tailored to meet the needs of the Sheriff's Office and that are job-related and non-discriminatory.
2. The Chief Deputy is the primary contact point for the promotion process with responsibilities for:
 - a. Establishing eligibility criteria.
 - b. Assisting in the development of measurement instruments used in determining knowledge, skills, abilities, and promotion potential.
 - c. Assisting in conducting oral interviews of candidates.
 - d. Selecting a candidate for promotion.
 - e. Administering probation periods.
3. The Sheriff is the primary contact point for appointment to the position of Chief Deputy, Assistant Chief Deputy, and Assistant Chief of Administration.

B. Promotion Procedures

1. The Chief Deputy or designee will administer the promotion process and draft a written announcement for the promotional sign-up that will be prominently

posted throughout the Sheriff's Office, including Juvenile Corrections located at the Blount County Courthouse and 5th Judicial Task Force office. This announcement will include the minimum qualifications needed to apply and will establish a filing deadline. This announcement will be done at the direction of the Sheriff and will typically occur during the first month of the fiscal year. The minimum requirements to participate in the first component of the promotional process are as follows:

1. Must have 3 years of experience with a law enforcement agency with 2 of those years being current continuous experience with the Blount County Sheriff's Office.
 2. Cannot have any sub-standard semi or annual evaluations in the previous 12 months from the date of the promotional process announcement.
 3. Cannot have any formal, documented disciplinary actions in the previous 12 months from the date of the promotional process announcement.
2. Any employee who does not meet the minimum years of experience requirement when the announcement is posted but would gain eligibility in the next 12 months from the date of the announcement may apply. Example, if the announcement is posted in July, an employee who will have 3 years experience with a law enforcement agency and 2 years current continuous experience with the Blount County Sheriff's in June of the next year would be eligible to apply.
 3. Employees who meet the posted minimum position criteria are encouraged to apply for consideration. The Assistant Chief of Administration, or designee, will ensure that each applicant meets the criteria and will qualify or disqualify them accordingly. The Sheriff may amend the eligibility criteria based on the needs of the Sheriff's Office.
 4. After the filing deadline has passed, the Chief Deputy or designee will provide candidates with information on the first component of the promotion process and the schedule. The first component is a written examination and will be completed by each participant and scored.
 5. All applicants who complete the written examination will be placed on the eligibility list established by the Chief Deputy. There will be no passing score or numerical weight assigned on the written test, just a listing of scores from highest to lowest. The eligibility list will be maintained for a period of up to one year from the completion date of the written test. The eligibility list may be extended at the discretion of the Sheriff.
 6. Should a position become available while the eligibility list is active, the

Chief Deputy will post an announcement that specifies the position that is available along with the job description and minimum requirements needed to apply for that position. Those employees who have completed the written testing phase and meet the minimum requirements that are listed in the posted job description are encouraged to apply. The Sheriff may amend the minimum requirements of the job description at any time based on the needs of the Sheriff's Office.

7. The Sheriff will determine which applicants will continue to the next phase of the promotional process based on their past work history and job performance as known by the Sheriff. The Sheriff may consult his command staff, if needed, to receive input as to an employee's job performance. This phase of the promotional process is an oral interview that is conducted by the Sheriff or his designee. There will be no numerical weight assigned to the oral interviews.
8. Those employees not chosen to participate in the oral interviews will still maintain their position on the eligibility list. Anyone not promoted of an eligibility list may reapply for promotion during the next promotional process.
9. The Sheriff may use the "rule of five" in all promotions. Under the "rule of five," the candidate to be promoted may be selected from among the participants who scored in the top five. When more than one vacancy is to be filled by competitive evaluation, the rule of five may be adjusted accordingly.
10. The Chief Deputy will make results of the promotional process available to applicants by personal appointment if requested, advising each candidate as to their standing, and counseling each as to appropriate career development needs and means to improve potential for promotion.
11. The Sheriff will announce his decision at a department-wide meeting and/or memo.
12. Promotions in every case will involve a definite increase in duties and responsibilities, and will not be made merely for the purpose of affecting an increase in compensation.
13. Promotion qualifications are indicated in the job descriptions as presented in the Sheriff's Office Classification Plan.

C. Promotion Process Components

Elements of the promotion process are designed to ensure that they are job related and nondiscriminatory.

1. Scored Components

- a. **Written Tests:** Candidates will be given a written test provided by an outside organization specializing in the development of promotional examinations relating to public safety organizations generally, and the position being considered specifically. When acquiring these tests, a part of the specification is that their tests have gone through a validation study. There will be no passing score or numerical weight assigned on written promotional examinations, just a listing of scores from highest to lowest.
- b. **Oral Interview (if selected):** The Sheriff and / or the Chief Deputy will supervise and coordinate oral interviews.

D. Probationary Period

1. A probationary period is important to the promotion process and will be used to observe a promoted employee's work, easing the adjustment to their new position. The probationary period for all promotional appointments will be for a period of 12 months. Every 30 days during the probationary period, the promoted employee's immediate supervisor will evaluate his or her willingness and ability to perform their duties satisfactorily (see Chapter 4, Performance Evaluation).
2. An employee may be removed from a promotional appointment at any time during the probationary period and returned to their previous position at the lower rate of pay.

E. Appeals

1. Employees may challenge any aspect of a promotion process. Any of the following may be the subject for an appeal:
 - a. An adverse decision concerning eligibility.
 - b. Review of the answer key of any written examination.
 - c. Review of written results of scored elements of the process.
 - d. Re-application, retesting, and/or reevaluation.
2. Employees wishing to appeal any aspect of the promotion process must reduce their appeal to writing and present it directly to the Chief Deputy within 10 working days of completion of the promotion process.
3. The Chief Deputy will respond with a decision on the appeal within 10 working days of receipt of the written appeal.
4. Employees who wish to appeal the decision of the Chief Deputy will forward their appeal to the Sheriff within 5 working days, and the Sheriff will respond within 10 working days of receipt of the written appeal. The decision of the Sheriff will be final.

F. Miscellaneous Matters Relating to Promotion

1. This section of the manual serves as a standard operating procedure governing the promotion process, and employees desiring to enter a promotion process will review this material carefully.
2. Lateral entry into the promotion process from other agencies outside the Sheriff's Office is not normally allowed. Lateral entries will be at the discretion of the Sheriff. Eligibility requirements will be determined based on experience, training, education, and needs of the Sheriff's Office.
3. Promotional material is considered confidential, and is stored in a locked file cabinet in the locked office of the Blount County Director of Human Resources or Assistant Chief of Administration. Only those involved in the administration of the promotion process are permitted access to these files at any time.
4. The promotion process will be reviewed annually by the Chief Deputy or designee and revised as required.

1.08 Transfer

A transfer occurs when an employee is moved from one position to another, either voluntarily or involuntarily, and may be with the same or different pay status.

A. Voluntary Transfer

1. An employee may request a voluntary transfer in writing indicating specific reasons for the change. Acceptable justification for a transfer may be (but not limited to) a change in the health status of an employee, a change in the mental attitude toward a job to the extent an employee feels he or she is not able to perform up to the expectations of the position, among others.
2. After completing a request that fully indicates the reasons for the request, an employee will forward the request to their division captain who will review the request and document in writing his or her recommendation for either approval or disapproval of the request, and forward it to the appropriate Assistant Chief Deputy. The Assistant Chief Deputy, the Chief Deputy, and the Assistant Chief of Administration, or designee, will review the request, and the Chief Deputy will either approve or disapprove the request based on the validity of the request as well as the operational and budgetary ability to make the transfer.
3. The Chief Deputy will render a decision through the chain of command back to the requesting employee either approving the transfer, or stipulating the reason for denying the request.

B. Involuntary Transfer

1. An involuntary transfer may be the result of disciplinary action or as a part of a program of remedial training designed to make an employee better able to meet the expectations of his or her position.
2. The Chief Deputy will approve all involuntary transfers after recommendation

by a division captain and approval of that recommendation by the appropriate Assistant Chief Deputy.

3. An employee may appeal any involuntary transfer through the grievance procedures established in 1.11 of this manual.
4. Any employee transferred for any reason is subject to a conditional 12-month probationary period that may or may not be subject to certain conditions relating to continued employment, especially in the case of an involuntary transfer related to disciplinary action.

1.09 Separations

A. Resignations

An employee desiring to resign from the Sheriff's Office may submit a letter to his or her division captain setting forth their reason(s) for leaving, with a period of notice of not less than 2 weeks. Assistant Chief Deputies, division captains (through an Assistant Chief Deputy), and supervisors (through their division captains) desiring to resign, are encouraged to submit a letter to the Chief Deputy setting forth the reasons for their leaving, with a period of notice of not less than 4 weeks. A review of benefits will be offered to resigning employees upon their request. Exit Interviews will be the responsibility of the separating employees' Division Captain. If the resigning employee is of Captains rank or above, the Chief Deputy will conduct the Exit Interview.

B. Dismissals

A non-probationary employee may be dismissed for certain violations of the Codes of Ethics and Conduct found in this manual, or many of the policies and procedures found in the manuals governing the operations of the divisions (see Chapter 5, Disciplinary Procedures). A non-probationary employee who believes a dismissal was without cause, may seek redress through the Administrative Review Process (see 5.05). Probationary employees may be dismissed without cause and are not eligible to use the Administrative Review Process.

C. Final Settlement

When an employee terminates, he or she will receive their final paycheck on the next regular payday, and it will include payment for all unused annual and compensatory leave based on the employee's current rate of pay at time of separation. Employees will also be entitled to payment for all unused holiday leave at the time of separation. The final paycheck may not be released to the terminating employee until all Sheriff's Office-furnished equipment (i.e., uniforms, I.D. cards, badges, equipment, weapons, manuals, and any other similar items of property) have been returned to, or accounted for by the affected division, and all financial accounts with the Sheriff's Office have been settled.

The Assistant Chief of Administration will be consulted for any variation from this policy.

D. Separation Date

1. When an employee involuntarily separates from the Sheriff's Office, the effective date must be the last day the employee is physically on the job. The Sheriff's Office will not be liable for matters affecting an employee following his or her physical absence from the job. It is not permissible to delay the effective date of separation by any amount of accumulated annual or compensatory leave due the separating employee. Pay for annual and holiday leave balances to eligible employees will be paid on a lump sum basis. Separation dates for a voluntary separation will be stated in the separation letter.
2. If an employee is on approved sick leave, workers' compensation leave, or leave without pay when separated, the effective date of separation will be the actual date of separation as given by the employee and approved by the Chief Deputy with consultation with the Human Resources Director and Office Manager, and not the last day physically on the job. When the effective separation date immediately precedes a holiday, the employee will not be paid for the holiday since he or she is no longer an employee.

E. Disability Separation

If an employee will be leaving the Sheriff's Office due to an illness or injury that keeps the employee from performing the essential functions of their job, the employee should contact the Office Manager to discuss benefit options. This could include long-term disability and/or disability retirement. The separation needs to be coordinated with workers' compensation benefits if the illness or injury is work related and is compensable.

F. Payments Due Deceased Employees

The death of an active employee will be reported to the Assistant Chief of Administration as soon as a division is aware of this. All payments due the deceased employee will be made payable "to the estate of" said employee. This includes compensation for hours already worked, annual leave, accumulated compensatory time, and any refunds or reimbursements due the employee. This regulation is for the protection of the employee's estate and helps to ensure that payments made by the County do not mistakenly fall into the wrong person's possession.

1.10 Personnel Records

- A. The Office Manager maintains personnel records for all Sheriff's Office employees, including records and information required to make the human

resources function effective. An employee has the right to review his or her file during working hours by scheduling an appointment with the Office Manager. If an employee finds information that he or she believes is inaccurate, they may request in writing that it be changed or purged. Employees are encouraged to provide information (e.g., letters of commendation, community recognition, education) to the Office Manager for inclusion in their files.

- B.** Division captains and supervisors may review the file of any employee, or prospective employee, under their direction by contacting the Office Manager. Files are not normally removed from the Office Manager's office without a court order or directions from the Sheriff or Chief Deputy.
- C.** Requests for verification of employment and references for current or past employees are handled through the Office Manager, and are provided only if an employee supplies a signed authorization for the Office Manager to do so. Other Sheriff's Office employees are not (*repeat: not*) to provide information regarding their fellow employees or ex-employees to other individuals, businesses, or outside agencies. The Sheriff or Chief Deputy may approve exceptions to this policy on a case-by-case basis.

D. Employee Identification

1. Employment requires identification through the use of an identification card that is provided at no expense to the employee. The card will be issued on or about the new employee's hire date. An employee's division captain will coordinate any changes to an issued ID card.
2. Upon termination, an ID card is to be returned to the employee's supervisor who in turn will return it promptly in to the Assistant Chief of Administration.
3. Most positions in the Sheriff's Office require the wearing of a uniform and/or badge as well as the issuance of special equipment and/or tools. This equipment is normally provided at no cost and is usually a condition of employment. Upon termination or movement into another position, this equipment will be returned to the employee's immediate supervisor or appropriate person as designated by a division captain. Payment for damaged or destroyed equipment may be withheld from an employee's final paycheck if settlement is not resolved prior to the date of the final paycheck (see 1.09).

E. Personal Information

It is an employee's responsibility to see that their division captain is notified of any changes in his or her personal information such as name, mailing address, telephone number, marital status, disability status, residency, name of person to contact in case of emergency, etc., and that the Office Manager be notified of these changes to ensure that personnel records are current. It is essential that this information be kept up-to-date. If an employee does not make such changes in a

timely fashion, any problems occasioned by the use of out-of-date information are the responsibility of the employee.

1.11 Grievance Procedures

It is the policy of the Sheriff's Office to provide a procedure for the mutual adjustment of misunderstandings or disagreements that arise between and among employees and their supervisors, and to assure employees their problems and complaints are considered fairly, impartially, quickly, and without reprisal.

- A. A grievance is defined as a misunderstanding, a complaint, a point of view, or an opinion pertaining to the following: work conditions; relationships between employees and supervisors; or, relationships with other employees. Misunderstandings, complaints, points of view, and opinions are considered a grievance except in cases where they relate to personnel actions arising out of position classification, pay, demotion, suspension, or dismissal. There are separate appeals processes for these actions (see 1.07, Promotions and Chapter 5, Disciplinary Procedures). The Chief Deputy, or designee, is responsible for coordinating all grievance procedures and for the maintenance and control of grievance records.

B. Grievance Procedures

1. An employee, within 30 working days of an incident or occurrence that creates an alleged grievance, will notify their immediate supervisor in writing of a grievance with copies forwarded to their Division Captain, Assistant Chief Deputy, and the Chief Deputy.
2. An employee will use the Grievance Form or memo (Appendix 8) to submit their grievance that will include, at a minimum, the following information:
 - a. A written statement of the incident or occurrence which gives rise to the grievance and the facts upon which it is based.
 - b. A written statement of the remedy or adjustment sought.
3. Within 10 working days of receipt of a written grievance, the employee's immediate supervisor will respond in writing to the employee. The supervisor's written response will include, at a minimum:
 - a. Date and time the grievance was received.
 - b. Analysis of the facts or allegations.
 - c. Affirming or denying, in writing, the allegations in the grievance.
 - d. Identifying the remedy or adjustment, if any, to be made.
 - e. Supervisor's signature.
4. The supervisor will forward a copy of the response to the Chief Deputy who will maintain a file of all grievances. A copy of the grievance will be placed

in the employee's personnel file. If an employee is not satisfied with their supervisor's response, they have 5 working days to present the grievance to the Chief Deputy, at which time the matter will enter the Administrative Review Process (see 5.05).

5. There is no representation by an attorney or any other person at a Level 1 hearing of the Administrative Review Process in relation to any grievance matter.
6. The Chief Deputy, or designee, will conduct the Level 1 hearing and make a decision, advising the grievant in writing of the decision within 10 working days after the conclusion of the hearing. The written response from the Chief Deputy will address the same issues as did the immediate supervisor's written response, and a copy will be placed in the employee's personnel file.
7. If the supervisor or Chief Deputy can not resolve a grievance to the satisfaction of an employee, or if the Chief Deputy fails to render a written decision within the specified 10 working days, the employee may submit the alleged grievance to the Sheriff who will have the final authority to amend, reverse, or confirm the decision of the Chief Deputy. The Sheriff will notify the employee in writing of his decision within 5 working days after receipt of the alleged grievance from the employee.
8. The Chief Deputy will annually review employee grievances to identify trends to minimize future grievances and will prepare a report to the Sheriff indicating his findings.

1.12 Harassment

Harassment of any kind is not acceptable behavior and is inconsistent with the commitment of the Sheriff's Office to create a work environment in which every employee can work without being harassed. Harassment, therefore, may lead to sanctions up to and including dismissal.

Harassment is any conduct, verbal or physical, that has the intent or effect of unreasonably interfering with a person's work performance, or creates an intimidating, hostile, or offensive work environment. Harassment on the basis of race, color, gender, disability, religion, national origin, or age includes harassment of a person in terms of a stereotypes group characteristic, or of that person's identification with a particular group. Sexual harassment may take many forms. Sexual assault and requests for sexual favors that affect employment decisions constitute sexual harassment. However, sexual harassment may also consist of unwanted physical contact, requests for sexual favors, visual displays of degrading sexual images, sexually suggestive conduct, or offensive remarks of a sexual nature.

The Sheriff's Office is committed to stopping harassment and associated retaliatory behavior. Supervisors have a responsibility to act to stop any type of harassment in their commands. Any employee who feels harassed is encouraged to seek assistance and resolution of a complaint. The Sheriff's Office provides a variety of avenues by which an employee who feels harassed may proceed, so that each person may choose an avenue

appropriate to his or her particular situation. These procedures (presented below) are intended to protect the rights of both the complainant and respondent, to protect privacy, and to prevent reprisal.

A. What Is and Is Not Harassment -- This section is intended to help employees deal with a wide spectrum of offensive behavior, whether or not a formal investigation would find the behavior to constitute harassment. A formal investigation requires that a complainant prove the complaint, and the process is quite restrictive with respect to definitions in formal investigative processes, and insists upon fairness. However, offensive behavior considered harassment does not have to be found through a formal investigation process to constitute harassment in order for steps to be taken to get it to stop.

1. Examples of Behavior that Might be Found to be Harassment (some of them are criminal in nature):

- a. Assault and battery of any kind.
- b. Overt threats.
- c. Serious intimidation.
- d. Stalking behavior.
- e. Repeated refusal to take no for an answer.
- f. Obscene messages on voice mail or computer internet or intranet mail.
- g. Threats of reprisal and actual reprisal.
- h. Sexual bribes and blackmail.
- i. Repeated unwanted and unwelcome touching or kissing.
- j. Physically restraining someone against his or her will.
- k. Degrading, public tirades against an employee.
- l. Deliberate, repeated humiliation of another, or group of people.

2. An unfounded harassment complaint deemed to have been made in malice would be treated as a serious offense. Dishonesty in the context of a formal investigation relating to any type of harassment would be treated as a serious offense.

3. Examples of Behavior That are Not (or Probably are Not) Harassment:

- a. **Everyday administrative actions** – In order to get work done, supervisors often must make difficult decisions, such as changing an employee's assignment, shift, or other work related activities. Such decisions may or may not please people, but normally do not constitute harassment.
- b. **Performance evaluation** – Supervisors have the responsibility to give appropriate criticism and to take corrective action when the work of an employee is not satisfactory. Such criticism, however, should be made in a reasonable manner, be constructive, and may not be used in a retaliatory manner.

- c. **Intimate personal relationships between a supervisor and an employee, or between employees** – Such relationships in themselves do not constitute harassment, but anyone who believes that his or her behavior may be in conflict with the interests of the Sheriff’s Office is responsible for seeking advice about the situation, and for taking responsible action to avoid or end any such conflict. Even in the absence of any problems, intimate relationships between a supervisor and employee, or between employees, can lead to harassment complaints by third parties, and there may also be a complaint by one of the participants if the relationship ends.
- d. **Social situations** – If an employee is repeatedly turned down for a date, it is not harassment for the unwilling person to stop talking socially with the person turned down.
- e. **Behavior that may be offensive, whether or not it is harassment** – There is a wide range of ambiguous behavior, or behavior that might offend some people, but not necessarily others. Examples might include: a second polite request for a date from a co-worker; comments about another employee’s clothing; compliments about improved appearance; non-destructive practical jokes that most people of the same gender or race find reasonable.

- 4. Supervisors have a special responsibility to avoid potentially unacceptable behavior, such as telling off-color stories, making personal remarks, or losing their temper, any of which might intimidate or offend other supervisors and employees under their command. They have an even stronger responsibility to avoid all forms of clear harassment. The actions of supervisors represent not only their views about what constitutes acceptable behavior, but what the Sheriff’s Office considers acceptable behavior as well. Both the Sheriff’s Office and individual supervisors can be held accountable for unacceptable behavior.
- 5. Reprisal against anyone who brings a complaint in good faith concerning any form of harassment is not only a violation of Sheriff’s Office policy and procedures, but may be violation of state and federal laws. Proven reprisal will be considered a serious offense.

B. What To Do If Harassed – If an employee feels he or she is being harassed in any way, the complaint should be addressed as promptly as possible. Resolving a complaint should mean, at a minimum, that the employee is no longer being harassed and there is no reprisal from the alleged harasser. This can happen in a number of ways, with or without disciplinary action against a harasser, and with or without a record of the complaint, depending on the option chosen.

1. Initial Response

- a. **Don’t ignore offensive behavior** – As a rule, ignoring offensive behavior is not an effective way of changing that behavior. Sometimes it makes

sense to ignore an incident once or twice, especially if the employee feels there has been a misunderstanding. However, employees of the Sheriff's Office are expected to conform to a strict set of rules, regulations, policies, and procedures, therefore offensive behavior is discouraged, especially in circumstances where an employee cannot avoid contact with the harasser and the employee continues to feel harassed.

- b. **Talk about it** – If an employee is being harassed, he or she may begin to find that they have difficulty concentrating, cannot sleep or eat, have a quick temper, and may begin to doubt their own abilities and judgment, even to the point of having health problems. If an employee feels that he or she is being harassed, they may want to tell a discreet, trusted co-worker, a friend, a family member, or possibly request to contact the employee assistance program, discussing the facts, how the employee feels about them, and begin to get a handle on emotions that may become uncontrollable.
 - c. **Write about it** – An employee who feels he or she is being harassed may want to write down the account of an incident(s) and what he or she feels should happen to correct the situation. Writing helps to organize thoughts and to decide, based on the options available, what to do next.
2. **Chose an Option** – The options available in responding to harassment will depend of the seriousness of the incident(s), the type of resolution the person harassed wishes to take, and the extent to which there is evidence of an offense. The options available to resolve a charge of harassment include:
- a. **The direct approach** – If an employee feels he or she has been harassed, an effective approach may be to approach the offender, either in person or in writing, in order to try to resolve the issue, which may be nothing more than a misunderstanding. An employee is not required to inform a supervisor of the incident, but the employee should keep copies of anything written, and should be accompanied by a trusted friend or fellow employee to vouch for the fact that the employee made an effort to confront a situation without a formal inquiry. If a supervisor was informed of the possibility of a harassment situation, he or she should follow up with the complainant and the offender to ensure the problem has been resolved and that there is no reprisal.
 - b. **Informal third party intervention** – A complainant may request that someone, possibly a co-worker, a supervisor, shift supervisor, division captain, or a close friend, serve as a go-between in an effort to informally resolve a problem. This type of intervention may result in a reassignment or an informal agreement to discontinue whatever activity or situation is causing a problem. This approach assumes that the accused party will accept the resolution, and may require a supervisor (if involved) to ensure the problem has been resolved and that there is no reprisal.
 - c. **Formal investigation and judgment** – To pursue a formal complaint, an employee must put the complaint in writing and take it directly to the

Chief Deputy, who may appoint the Internal Affairs Investigator to conduct an investigation. This process requires that the alleged offender is informed and has a reasonable opportunity to respond to the major elements of the complaint(s) and evidence against him or her. In a formal investigation, the preponderance of the evidence must establish that harassment has occurred for a complaint to be found justified. The alleged offender is assumed innocent unless proven otherwise, and the burden of proof will be on the complainant.

3. **Confidentiality** – The Sheriff’s Office will strive to maintain privacy in matters of harassment to the greatest extent possible regardless of the option chosen by a complainant. Although a third party or an investigator will try to maintain as much privacy as possible, there can be no guarantee of complete confidentiality under all circumstances. The more formal the complaint, the less likely that complete confidentiality can be maintained. For example, in a formal complaint the offender must be informed, witnesses must be identified and questioned, that may include supervisors, co-workers, among others. This should not stop an employee who feels he or she is being harassed from making efforts to stop the situation, but if an employee does not want anyone to know that they are involved in a harassment situation, as mentioned above the employee assistance program may be an alternative.
4. **Follow Up** – Whatever option is chosen to resolve a harassment situation, it is important to follow up to ensure the harassment does not recur, or if there is evidence that retaliation has occurred. Retaliation by someone who has been identified as a harasser is a serious violation of Sheriff’s Office policies and procedures, and may result in dismissal.

The Blount County Sheriff’s Office does not tolerate the harassment of applicants, employees, customers, or vendors. Any form of harassment relating to an individual's race, color, sex (including same sex), religion, age, national origin, handicap or disability, citizenship status, veteran status, political affiliation, retaliation for protected activity, or any other protected activity or category is a violation of this policy and will be treated as a disciplinary matter.

Violation of this policy may result in disciplinary action, up to and including immediate termination.

If you have any questions about what constitutes harassing behavior or what conduct is prohibited by this policy, please discuss the questions with your immediate supervisor. At a minimum, the term "harassment" as used in this policy includes:

- Offensive remarks, comments, jokes, slurs, or verbal conduct pertaining to an individual's race, color, sex, religion, age, national origin, handicap or disability, citizenship status, or any other protected category

- Offensive pictures, drawings, photographs, or other graphic conduct or communications, including e-mail, faxes, and copies pertaining to an individual's race, color, sex, religion, age, national origin, handicap or disability, citizenship status, or any other protected category
- Offensive sexual remarks, sexual advances, or requests for sexual favors regardless of the gender of the individuals involved
- Offensive physical conduct, including touching, regardless of the gender of the individuals involved
- Threatening an employee for refusing to respond to requests for sexual favors, for reporting a violation of this policy, or for participating in an investigation conducted under this policy.

Our supervisors and managers also are covered by this policy and are prohibited from engaging in any form of harassing conduct. No supervisor or other member of management has the authority to suggest to any applicant or employee that employment or advancement will be affected by the individual entering into (or refusing to enter into) a personal relationship with the supervisor or manager. Such conduct is a direct violation of this policy.

Harassment of our employees in connection with their work by non-employees also may be a violation of this policy. Any employee who experiences or observes any harassment of an employee by a non-employee should report such harassment to a member of management or the human resources department.

Employees who believe that our No Harassment policy may have been violated should immediately report the matter to their immediate supervisor. If the matter involves your immediate supervisor or another manager, or if you believe that a previously reported matter was not handled to your satisfaction, you should immediately contact the Director of Human Resources, or the Chief Deputy. You should report any actions that you believe may violate our policy no matter how slight the actions may seem.

We will investigate the report and, where appropriate, take prompt remedial action including disciplinary action up to and including immediate termination. The Blount County Sheriff's Office will protect the confidentiality of employees making complaints about suspected violations of this or any other policy to the extent possible consistent with our investigation and applicable law.

You will not be penalized or retaliated against for reporting improper conduct, harassment, or other actions that you sincerely believe violate this policy.

We are serious about enforcing our policy against harassment. However, we cannot resolve a potential policy violation unless we know about it. You are responsible for

bringing your concerns about possible policy violations to our attention so that we can take appropriate actions to address your concerns.

Chapter 10. Chaplain's Program (Revised 12/10/13)

The purpose of this directive is to establish operation procedures, guidelines, duties, and responsibilities of the Chaplain Corps for the Blount County Sheriff's Office.

The Chaplain Corps is intended to support the mission of the Blount County Sheriff's Office in providing a source of strength to Sheriff's Office employees, their families, and the community. The Chaplain Corps supports employees in the handling of crisis situations, comforts victims and their families when accidents occur and criminal incidents are committed, and provides counseling and other ministerial functions that may be needed.

A. Definitions

1. **Chaplaincy:** A voluntary, ecumenical ministry to the to the citizens of Blount County and the personnel of the Blount Count Sheriff's Office.
2. **Chaplain Coordinator:** Responsible for the functioning of the Chaplain Corps in accordance with the Blount County Sheriff's Office guidelines, and serves at the discretion of the Sheriff.
3. **Chaplain Board:** Responsible for review of potential applicants to the Chaplain Corp. Upon review of all elements of the selection process, the Review Board will make the final determination on selection to the Chaplain Corp. The Review Board will be made up of: The Assistant Chief of Administration, Chaplain Coordinator, 2 current chaplains appointed by the Sheriff, as well as representatives from Corrections, CID and Patrol Divisions. The Assistant Chief of Administration will serve as Chairman of the Chaplain Review Board.

B. Chain of Command

1. Sheriff
2. Chief Deputy
3. Assistant Chief of Administration
4. Chaplain Coordinator
5. Deputy Chaplain

C. Chaplain Corps Selection Process

1. An interview is held with the Chaplain Coordinator to fully explain the chaplain program and to emphasize the nature of a chaplain's service to the area. It is to be stressed that this is an avenue of service and not of evangelism.
2. Submit an application to the Chaplain Coordinator accompanied by a statement of personal faith and church attendance.
3. A background check of the applicant will be made by the Sheriff's Office, and all references will be contacted.
4. Applicants will meet all requirements set, and attend and complete a Chaplains Academy that will include being fingerprinted and having I.D. photos taken.
5. Each Deputy Chaplain will serve a probationary period of 1 year, during which time he or she may be terminated without exceptions.

6. Those who have been selected to the Chaplain Corp but are awaiting the Chaplain Academy may be permitted to perform the duties of a Chaplain but only under the direct supervision of a Chaplain who is active in good standing and has completed the Chaplain Academy.

D. General Duties

1. Respond to assignments made by a Sheriff's Office supervisor or Communications Center dispatcher.
2. Assist in making death notifications or such other notifications as requested by medical personnel or deputies.
3. Assist at scenes of trauma in counseling and assisting victims, friends, or family members as requested by deputies.
4. Assist in such ways as needed and requested by law enforcement personnel.
5. Perform and assist in memorial services.
6. Visit Sheriff's Office personnel and families while in the hospital.
7. Assist in areas of training as requested.
8. Attend regular scheduled Chaplain Meetings.

E. Responsibilities

1. Deputy Chaplains will serve 1 on call status per rotation, and will be provided with a county vehicle, cell phone, and a police radio.
2. On call status will be determined by the Chaplain Coordinator.
3. Report any equipment malfunctions to the Chaplain Coordinator as soon as possible.
4. In case of vehicle damage, notify a Shift Supervisor immediately.
5. Notify a victim's own clergy, or other support person, as quickly as possible. Make proper referrals in unique cases that need specialized attention.
6. Be familiar with Sheriff's Office policies and procedures regarding the Code of Conduct and Code of Ethics, the use of law enforcement vehicles and care of equipment.
7. The on-duty Chaplain is the only one authorized to drive the car, and seat belts will be used at all times for the driver and passengers.
8. Know the Sheriff's Office policies and procedures governing the use of the radio.
9. Deputy Chaplains do not have police duties or responsibilities, and will not take police action when performing in their official capacity. Deputy Chaplains will not carry firearms, chemical spray, or any other lethal or less lethal weapons unless they are first approved by the Assistant Chief of Administration, and thereafter only after proper training to carry such.

F. Response to calls

1. Deputy Chaplains will at all times obey all traffic laws as pursuant to T.C.A.
2. When called to the hospital, cooperate fully with Sheriff's Office personnel. Use the phone to keep the Communications Center informed of actions taken or assistance needed.

3. Deputy Chaplains will not respond to any call as the initial unit. If a Deputy Chaplain is the first to arrive on a scene, he or she will wait until uniformed personnel arrive prior to entering a scene.
4. The Communications Center will contact a Deputy Chaplain from an on-call list maintained at the Communications Center when such service is needed.
5. If there is no response to the call or page within 20 minutes, the Communications Center will contact the Chaplain Coordinator.

G. Confidentiality

1. Confidential communication, including confession to a criminal act made to any Deputy Chaplain, will be considered privileged communication and will not be violated. Any member of the Chaplain Corps making communications that is not kept in confidence will be dismissed from the program immediately (with the exception of child abuse, which must be reported immediately to the on duty Patrol Supervisor pursuant to T.C.A.)
2. Deputy Chaplains will not release any information to the news media, insurance companies, or any entity in regards to any case they are involved in or have knowledge of. All information should be held in confidence. Inquiries should be referred to the Public Information Officer.
3. Any communication by an employee or an employee's family member to a Deputy Chaplain will be kept confidential.

H. Training

1. Deputy Chaplains will attend, and successfully complete, a Chaplains Academy that will be scheduled by the Chaplain Coordinator and/or the Chief Deputy.
2. In-service training will be offered at scheduled meetings.
3. The Chaplain Coordinator will maintain records of training.

I. Grievances and Complaints

1. Any Deputy Chaplain who publicly criticizes the actions of any Sheriff's Office employee, or any other Deputy Chaplain, will be subject to immediate dismissal.
2. A Deputy Chaplain having a grievance about the performance of an employee, another Deputy Chaplain, or the Chaplain Coordinator, will put the grievance in writing. The grievance will be forwarded to the Assistant Chief of Administration who will forward to the Chaplain Board if needed.

J. Discipline

1. Documentation:
 - a. All complaints concerning the performance of a Deputy Chaplain will be made in writing, signed by the person offering the complaint, and given to the Chaplain Coordinator. The complaint will then be forwarded to Chaplain Board through the Assistant Chief of Administration for review and possible action.

- b. No complaint will be accepted verbally.
2. Review and Action:
- a. The Chaplain Board will review complainants and/or problems regarding the performance of any Deputy Chaplain.
 - b. The Chaplain Board will make every effort made to resolve the issue(s) noted in the complaint.
3. No Deputy Chaplain will fail to be present for scheduled duty, or refuse to take an assignment, without justifiable reason. Failure to respond when called will be considered cause for discipline up to and including dismissal from the program.

Chapter 2. Compensation

2.01 Salary Plan (Revised 04282016)

The Salary Plan (see Appendix 9) consists of:

- Assigned pay grades to skill levels, and steps for all authorized positions.
- Rules for applying the grades/skill levels and steps, and fixing the rates of pay for authorized positions within a pay grade/skill level.

Employees in an authorized position will be paid at a rate determined by the Sheriff.

The salary indicated for a position is without regard to participation by any other entity. In cases where a salary allowance set forth by another entity is lower than that allowed by the Salary Plan, the salary allowed by the Salary Plan will govern.

A. Amendment to the Salary Plan

The Salary Plan may be amended by the Sheriff, as appropriate, within budgetary limits set by the Blount County Commission.

B. Interpretation and Effect of the Salary Plan

1. **Entrance Rate:** Except as provided below, the entrance rate for a position in any class will be the minimum step in the skill level for that class, unless training, experience, and the relevant labor market, support a higher step as determined by the Chief Deputy and Sheriff. An entrance step below the minimum may be paid during a training period when the appointee is not fully qualified and when there is no other suitable, fully qualified applicant. The Chief Deputy and the Sheriff will make the final determination regarding the appropriate step for newly hired employees.
2. **Promotion:** When promoted from one classification to another, an employee may receive a pay increase or be placed in the first step in the skill level of the higher classification. The Sheriff has full authority to authorize a promoted employee be placed in any step in the classification they were promoted to. The Sheriff will determine the effective date of a promotion. Although promotions do not affect annual performance evaluation dates, promoted employees are placed in a promotion probationary status for a period of 12 months. If during this probationary period an employee fails to meet the higher expectations of a position, he or she may be returned to their previous position at their former skill level and step. A close family member of another present employee will not be promoted into a direct supervisory or subordinate relationship with that employee (see 1.07).
3. **Demotion:**
 - a. When an employee is demoted, voluntary or involuntary, their pay should be decreased by the amount of their first pay increase when initially promoted. Example, an employee is promoted and they receive a

\$2,000.00 pay increase, the employee is demoted and their pay decreases \$2,000.00. The Sheriff has full authority to determine a different step in a skill level for a demotion, but all demotions should carry a decrease in pay. The effective date of a demotion will be determined by the Sheriff or Chief Deputy.

b. An employee may be involuntarily demoted due to a failure to meet minimum qualifications of their job to a position for which they qualify. Upon any demotion an employee will be placed in a conditional probation status for a period of 12 months that will not affect annual performance evaluation dates. Continuation in the position to which demoted will be subject to continued satisfactory performance.

4. **Transfer:** Occurs when an employee moves from one position to another, at which time the employee will be placed in the same step (or a step lower or higher) which appropriately reflects their training and experience for the new position. For career enhancement purposes, an employee may move from one classification to another that has a lower skill level and step in which case there would be a corresponding decrease in pay. Length of service in a higher skill level position and other special circumstances may be considered when determining the proper step. Upon transfer, employees are placed in a probationary status for a period of 12 months. Transfers that involve a lateral move or a decrease in skill level and step may be made without a competitive process after consultation with the Chief Deputy. A deputy chief or designee will determine the effective date of a transfer subject to the approval of the Deputy Chief of Administration.

5. **Reclassification of Position:** If a position is reclassified upward and an incumbent is assigned to the higher-level position, salary consideration will be treated as a promotion. If a position is reclassified downward and an incumbent is assigned to a lower level position, salary consideration will be treated as a demotion. However, the skill level and step for a reclassified employee will not be any higher than the top step of the skill level for the new classification. Movement under a reclassification is not step-for-step. The Chief Deputy will make the final determination regarding the employee's skill level and step in the Compensation Plan. An incumbent in a position that is reclassified must meet all minimum qualification requirements for that reclassified position.

6. **Pay Increases:**

- a. Pay increases are awarded annually at the beginning of the fiscal year based on acceptable job performance as documented in the semi-annual performance evaluation program (see Chapter 4, Performance Evaluation). New employees hired (or re-employed) after April 30 may not be eligible for a pay increase until their hiring anniversary date.
- b. A deputy chief or designee can disapprove or delay a step increase if an employee's performance is not at the required level. The final authority

with respect to performance evaluations and pay increases rests with the Chief Deputy. No performance evaluation is final until an employee's function head, a Deputy Chief, and/or the Chief Deputy approves it.

- c. Types of pay increases (Based on availability of funds):
 - 1) **Step Increase** -- To receive a step increase within a skill level an employee must receive an acceptable or better performance evaluation rating.
 - 2) **Extraordinary Pay Increase** -- The Sheriff may authorize an extraordinary pay increase under extraordinary circumstances after consultation with the command staff.
 - 3) **Increases If Hired Above Step 1:** Employees hired at a step higher than entry level, as approved by the Chief Deputy, will be eligible to receive a pay increase in accordance with intervals outlined above. Such employees still must complete a probationary period with performance evaluations consistent with the appropriate rating.

7. **Levels of Pay:** All levels of pay based on the skill levels and steps as outlined in the Compensation Plan are those authorized for full time employment for 12 months with allowances for holidays and approved leaves of absence with pay (i.e., annual leave).

C. Rates of Pay for Temporary and Part Time Employees (Revised 1/4/11)

1. Persons employed on a part time and/or temporary basis are paid at an hourly rate determined by the Chief Deputy.
2. Persons employed for a specified period of time, or for a specific task(s), will be paid on an hourly rate determined by the Chief Deputy, based on information received from a supervisor regarding the duties to be performed and the skills needed to accomplish the task.
3. No temporary appointment will be longer than 60 days, and time spent in a temporary status will not be used to meet requirements for benefits afforded employees in authorized positions as defined by 1.01. Continuous temporary employment immediately preceding employment in an authorized position in the same class as defined by 1.01 (and where duties are identical) may be used in determining a level of compensation.
4. Employees may be hired in a part time status for less than 30 hours per week for an extended period. Part time employees have no right to continued employment, or expectation of any change in the level of compensation, benefits, or continued employment.

D. Pay for Serving in an Acting Capacity

Whenever an employee (whether exempt or non-exempt) is required to work in the capacity of a higher level supervisory or technical position for a period exceeding 1 full time card (14 days), the employee may be paid additionally for assuming those duties. Such assumption of duties must be recommended by a

Deputy Chief or designee, and approved by the Chief Deputy. Remuneration will be 2 extra steps in addition to the employee's regular rate of pay, or the first step of the skill level assigned to the position/classification in which the employee is acting, whichever is greater. Eligibility for acting pay will start at the beginning of the second full pay period. A person acting in a higher-level position due to the temporary vacancy created by an incumbent using annual, compensatory, or paid military leave, is excluded from this policy. Requests for acting pay will be forwarded to the Chief Deputy for approval. Retroactive requests will not be considered and in no case will pay for serving in an acting capacity exceed 6 pay periods. The Chief Deputy may approve exceptions to this policy.

E. Paydays

Paydays are bi-weekly and based upon a 14 day period.

F. Payroll Procedures

1. **Time Reporting:** Function heads are responsible for ensuring that accurate information is submitted for each employee through use of Kronos. Errors and omissions of time worked or leave used may be corrected in the system prior to a function head submitting it to the Office Manager.
2. **Data Submission:** Any information affecting an employee's pay or records must be submitted to the Office Manager as soon as it is known. Such changes include pay changes, tax status changes, address changes, name changes, etc. All requests for manual payroll checks must be received by the Office Manager prior to 2:00 p.m. of the next regular workday after payday, and must be submitted on a Personnel Action Request Form explaining in detail (reason, number of hours, etc.), and include the function's deputy chief's signature. Requests made after the deadline will be considered with the next regular payroll period.
3. **Changes in Pay:** Any change in pay must be effective at the beginning of a pay period, and no change will be effective without the approval of the Chief Deputy.
4. **Attendance Records:** The Office Manager maintains records regarding work hours and accumulated leave information.

G. Longevity Pay

Employees who have been with the Sheriff's Office through June 30, 2001, are eligible to receive an annual longevity payment (in October) of \$125.00 for each year of service up to June 30, 2001. There will be no credit given for any years of service beyond June 30, 2001.

H. Field Training Officer Pay (Added 02/08/12)

Employees assigned as Field Training Officers will be eligible for a \$600.00 per year salary increase in addition to their base salary. The \$600.00 salary increase

will be paid between May and June of each year. FTO's will also be able to earn ½ hour of overtime pay for each day that the FTO is training a new employee as part of that employee's Field Training Program. Overtime pay will be paid at the Deputy's base salary rate, not the rate that includes the \$600.00 salary increase.

2.02 Overtime and Compensatory Time (Revised 04282016)

- A. Employees may be required to work overtime. The standard 7-day workweek begins on Sunday (0001) and ends on Saturday, and overtime for employees not covered by the special exemption for law enforcement and corrections officers as provided in the FLSA, is computed as time worked above each shift. Employees (deputies and corrections officers) who fall under the special exemption may work above each shift before being paid FLSA overtime. Employees covered by the special exemption include POST and TCI certified employees actually working in law enforcement and corrections positions. If at all possible, captains, or their designees, should approve overtime in advance, although this is often not possible due to operational necessity.
- B. Normally when an employee is called to work from an off duty status, compensable hours of work begin when the employee leaves his or her domicile and ends once they return to their domicile.
- C. Regular overtime are those hours worked beyond standard hours on a designated shift (i.e. 8 hours for civilian employees, Support Operations, and Criminal Investigations employees, and 10 hours for patrol deputies), and is limited to emergency, occasional peak load needs, or hours critical to public safety. The rate of pay for this type of overtime will be at the basic rate of pay as the time itself is figured at 1.5. Its use for accomplishing regular services that can be provided during a regular workday schedule should be avoided as much as possible.
- D. For purposes of computation, hours worked in a paid leave status are not considered hours worked toward eligibility for FLSA overtime. These include, but are not limited to: military, annual, sick, civil (except when considered part of the employee's job), and Worker's Compensation leaves. The only hours used in computing eligibility for FLSA overtime at the time and one-half rate are hours actually worked on the job. Holidays and closings due to adverse weather are also not considered as hours actually worked for overtime computation.
- E. Time associated with attending training related to maintaining certifications (such as in-service training required by P.O.S.T and/or T.C.I.) is not compensable. Employees involved in continuous training relating to special units (such as SWAT, CERT, K-9, Honor Guard, Dive Team, etc.), must, as much as possible, have employees use flextime (see definition in 1.01) within the 14-day work period.
- F. Non-exempt employees may receive compensation or compensatory time in lieu

of overtime pay, depending on availability of funds. Overtime is earned at a rate of one-and-one-half hours for each hour worked over the applicable work period (over eight hours for an assigned 8 hour shift and above 10 hours for an assigned 10 hour shift). An employee who works above each shift will receive overtime compensation or compensatory time at the rate of an hour for each hour worked. An employee may not accrue more than 80 hours of compensatory time. Once this amount of overtime is accumulated, all overtime compensation must be paid providing funds are available. An employee who has accrued compensatory time upon termination of employment (for any reason, including termination for disciplinary reasons) must be paid the regular rate of pay received by the employee.

- G. Compensatory/vacation time can only be taken with approval of a supervisor, who should make every effort to comply with an employee's request for compensatory/vacation leave, as long as overtime is not needed to sustain the deputies' shift or unit. A supervisor may direct that an employee use accumulated compensatory time during periods convenient to the function's operations in an effort to minimize disruption of services during times of peak service demand.
- H. A non-exempt employee may volunteer their time (without compensation) to work in another county department or agency and not be subject to overtime, as long as the work is totally different from the work the employee normally performs. However, if a deputy were to volunteer to assist in coaching a sports team at a county school, there would be no expectation of overtime since coaching is not similar to their job with the Sheriff's Office. The Chief Deputy should be consulted to clarify any such situation to ensure that the county is not obligated to pay overtime if an employee wishes to volunteer their services for another county agency.

2.03 On Call Pay

On call pay is compensation for those employees who are scheduled to be available when needed to handle emergency situations occurring outside of standard working hours, and is available only to full-time, non-exempt employees as determined by FLSA regulations. When conditions warrant that a function may schedule sufficient personnel to work outside of standard working hours, the following procedures should be followed:

- A. Specific individuals scheduled to be on call should be scheduled on a rotation basis consisting of 7 consecutive days per on call assignment.
- B. On call is considered to be a period of time when an employee is not required to remain at his or her work station or domicile, and is free to engage in his or her own pursuits, but is subject to the understanding that word be left with the Communications Center as to where he or she may be reached, and that he or she report promptly as outlined by policies and procedures relating to being in an on call status.

- C. An on call employee is guaranteed compensation equivalent to 4 hours at straight time, or overtime (if appropriate) for the time actually worked, whichever is larger, for each 7-day on call assignment. When an employee in on call status and is called back to work after hours, credit will be received for the actual time worked from the time the employee leaves his or her domicile until they return to their domicile, or 2 hours straight time, whichever is larger. An employee is never paid more for on call than actual time spent responding to calls, unless the actual time is less than 2 hours per call, or 4 hours per 7-day on call period. Once an employee has responded to a call, any additional calls received before the employee returns home are treated as one call out, and the time spent on subsequent calls is added to the original call.
- D. Employees are considered to be in an on call status only when so designated in writing by the appropriate authority, and a copy of the designation is forwarded to the Office Manager's office.
- E. The Sheriff will determine future changes in compensation or in the number of guaranteed on call hours.
- F. Should state or federal regulations differ from the foregoing policy, those state or federal regulations will govern those Sheriff's Office employees required to follow such policies.

2.04 Benefits

The county offers a comprehensive benefits package to all full time employees. Specific benefits plan information is available through the Office Manager, who has a copy of the Benefit Plan, or through the Blount County Human Resources Office located in the Courthouse. A copy of the plan is presented to each new employee, and upgrades or amendments to the plan are provided to all employees as they are made. The benefits package includes:

A. Health Insurance

1. Blount County is self-insured. Claims are managed through an administrator under contract with Blount County Government. The health benefits package is part of a medical group known as the Humana that includes area hospitals, doctors, and other medical services. Questions regarding health coverage and claims can be answered by a representative of the Blount County Employee Benefits Office (273-5777) that is located at the Courthouse.
2. **IMPORTANT NOTE:** Your coverage under the Blount County Employee Benefits Plan can be delayed after you are on the payroll, as allowed by federal law. First, the plan imposes a 30-day waiting period on all new employees for coverage to begin, meaning your coverage will begin on the 31st day of employment. Second, an exclusion period for a pre-existing medical condition may be imposed for at least 365 days, and for as much as 546 days. A pre-existing condition is any physical or mental condition for which medical advice, diagnosis, care, or treatment was recommended or

received within the 6-month period prior to the effective date of employment. Your insurance would cover everything but the pre-existing condition. However, if you can prove prior creditable coverage (in other words you had health insurance from a previous employer or that you have paid for personally), you will not be subject to the second exclusion period. To prove prior creditable coverage, you must, within 63 days after your break in coverage with your previous insurance carrier, obtain a certification from your previous insurance carrier that you had creditable coverage. The Blount County Employee Benefits Office can assist with obtaining this certification.

B. Life Insurance

Blount County Government offers a basic life insurance program to all employees equivalent to an employee's annual salary up to \$50,000. The county pays the premium for this coverage. There are also voluntary life insurance plans available for discounted fees based on group participation. Questions regarding the basic coverage, or the voluntary coverage plans available, can be answered by a representative of Blount County Employee Benefits Office (273-5777) located at the Courthouse.

C. Retirement

Blount County Government participates in the Tennessee Consolidated Retirement System (TCRS). Employees contribute 5% of their pay. Employees are considered vested under this plan in 5 years, and up to 4 years of military service may be counted towards time in service (there are certain restrictions to the use of military time in computing creditable service for retirement). There are several different options relating to retirement that are explained in a pamphlet that is provided by TCRS, and is part of the packet of information given to each new employee during their orientation.

Summary of Provisions

Effective July 1, 2009 Blount County Government has established a Postretirement Policy to clarify the terms of all retirement benefits. The following is a summary of the Postretirement benefits available to employees.

Postretirement Medical or Dental Plan

The Postretirement Medical Care Plan permits eligible retirees, and dependents covered under the Plan at the time of the employee's retirement, to continue medical and prescription drug benefits until Medicare eligible, or age 65; whichever is earlier, the dental plan benefits will continue until age 65. This benefit applies to all county employees with the exception of POST certified Sheriff's Office employees. The eligibility requirements are as follows:

- Retire with 30 years of creditable service at any age, and the last 10 consecutive years of service with Blount County
- Retire after age 60 and the last 10 consecutive years of creditable service with Blount County

POST Certified Sheriff's Office Employees. These employees may receive retiree benefits upon attainment of age fifty-five with twenty-five years of creditable service.

Benefits

The benefits provided under the Postretirement Medical or Dental Plan are identical to the medical/dental and prescription drug benefits provided to active employees.

Cost

Employee coverage is currently provided at no cost to the employee for both medical and dental, for dependent coverage, employees are required to pay 10% of the dependent medical premium, 100% of dependent dental premium on a monthly basis.

The County on an annual basis determines cost sharing ratios. For current premiums check with Human Resources.

Enrollment procedures

The retiring employee must submit a completed enrollment form to the Human Resources Department 30 days prior to the anticipated retirement date.

Termination of employee coverage

Coverage will end on the earlier of the following dates:

- The day in which you become Medicare eligible, or age 65; whichever is earlier
- The last date for which you pay your share of the cost of your coverage.

Termination of spouse and dependent children coverage

The spouse's coverage will end on the earlier of the following dates:

- The date your spouse becomes Medicare eligible, or age 65; whichever is earlier
- The last date for which you pay your share of the cost of spousal coverage.

The Dependent child's coverage will end on the earliest of the following dates:

- The date the child ceases to be a dependent, as defined in the plan,
- The date the dependent child attains age 26,

- The last date for which you pay your share of the cost of the dependent child's coverage.

See the related coverage termination information for your spouse and dependent children in the event of your death or divorce after retirement.

If death occurs while retired

If employee's spouse is enrolled for coverage under the Postretirement Health/Dental Care Plan at employee's date of death, spouse's coverage may continue, subject to COBRA regulations.

Under these same circumstances, coverage for dependent children would continue to age to age 26, subject to COBRA regulations.

Sick Leave upon retirement

An employee may be compensated for up to 30 days accumulated sick leave immediately prior to retirement. The compensation may be paid in the form of a lump sum payment or the employee may choose to continue to remain on the payroll for 30 days.

Sick Leave Credit- An employee who has unused accumulated sick leave on the date of their retirement may receive one month of retirement credit for each 20 days of unused leave.

Accrued Annual Leave upon retirement

Employees will be paid for the balance of their unused annual leave.

Life and Accidental Dismemberment Insurance

Life insurance will continue to be provided in the amount of \$10,000 for basic and \$10,000 for accidental death and dismemberment until the age of 65.

D. Income Supplement for Certified Sworn Employees

In compliance with TCA 38-8-105 and 38-8-111, qualified Police Officer Standards and Training Commission (P.O.S.T.) certified sworn employees are provided a pay supplement funded by the State Legislature. A similar program for Tennessee Corrections Institute (T.C.I.) certified sworn employees is funded by the Sheriff's Office and is subject to the following guidelines:

1. To be qualified to receive the supplement, a corrections officer must be certified under the Tennessee Corrections Institute and must successfully complete a 40-hour in-service training course approved by T.C.I.
2. Corrections officers who attend the Jail Basic School are not eligible to receive supplemental pay during that calendar year, and are not required to

attend in-service training during that year. These corrections officers will be eligible to receive payment during the following calendar year after the successful completion of 40 hours of in-service training.

3. Corrections officers who have not completed 8 months of full-time service during the calendar year are not eligible for payment except in the following circumstances:
 - a. Death of the corrections officer.
 - b. Retirement.
 - c. Medical disability.
4. Corrections officers terminated for cause and/or decertified during a calendar year are not eligible for payment.

E. Tuition Reimbursement (Revised 11/21/07)

Training and Development

The Blount County Sheriff's Office is committed to the philosophy of providing the highest quality of services to the people of the County in the most efficient and economical way. Converting this philosophy into practice is dependent upon the availability of competent personnel to carry out the many complex and changing functions performed by the Sheriff's Office.

The Blount County Sheriff's Office recognizes the necessity of developing its personnel by providing training programs and opportunities for employees so as to meet the skills and knowledge requirements needed to carry out their responsibilities. Such training is to be accomplished without regard to race, color, religion, sex, national origin, disability status, age, or any other factor which cannot be lawfully used as a basis for such action.

Effective training should secure the following results:

- Increased efficiency
- Improved services
- Lower operating costs
- Maximum safety
- More satisfied employees
- Increased promotability of employees to higher-level positions

To accomplish these ends, cooperative arrangements with other public agencies, including educational institutions, may be made.

It shall be the responsibility of the Deputy Chiefs and supervisors to identify the training needs of their employees and to convey such information to the Training Unit who shall be responsible for the coordination of in-service training. However, the technical training of the uniformed bodies to meet state and/or federal certification standards shall be the exclusive responsibility of the Sheriff's Office.

It shall be the responsibility of the Sheriff, Chief Deputy, Deputy Chiefs, and supervisory personnel to promote programs for training of Sheriff's Office Employees for the purposes of improving the quality of services rendered to the citizens of Blount County and of improving employees' capabilities for advancement.

Tuition Reimbursement

Tuition reimbursement for employees is a plan, which offers financial assistance to an employee who takes college-level courses directly related to his/her work or to a position the employee might conceivably be considered for in the future and which is likely to increase his/her value to the County. This program is not specifically intended to support a full-time course of study, but is designed to enhance the quality of work that the individual brings to the job. It is provided to those employees classified as regular full-time who have satisfactorily completed one year of continuous service.

For receiving reimbursement under this policy, an employee must agree to continue in employment with the Sheriff's Office for at least one year from the date of completion of the course(s) being reimbursed and to return the reimbursement if the employee does not continue employment for at least one year. Tuition Reimbursement is available when the following requirements have been met:

1. Courses are job-relevant, college-level courses taken at an institution that is accredited (as recognized by the US Department of Education, Office of Postsecondary Education), found at <http://www.ope.ed.gov/accreditation/Search.aspx> and must be on a for-grade basis and printed out and attached to the approval form. Courses taken on a pass/fail or audit basis that are job-relevant, or are required for a degree program that is job relevant, may be eligible for tuition reimbursement; however, such courses must be presented to his/her immediate supervisor and then to the Deputy Chief over the appropriate function for consideration and approval. It is the responsibility of the employee making the request to make it clear on his/her pre-approval form that the course is pass/fail or is on an audit basis.
2. Employee is regular full-time. Employees serving their initial probationary period are ineligible.
3. Employee has submitted a Tuition Reimbursement Form (Appendix 27) for pre-approval to his/her immediate supervisor. The Deputy Chief will review the pre-approved form to determine whether or not the course is eligible for reimbursement. Tuition Reimbursement Forms are available in the Human Resources Manual

Appendices section or in the SOMS Info Center section. Failure to obtain pre-approval from his/her immediate supervisor may result in denial of the tuition reimbursement request.

4. Upon completion of the course, the employee must submit proof that he/she has received a grade of C or better if a course was taken on a for-grade basis, or the employee must submit written proof from the instructor and/or sponsor that the employee satisfactorily completed a course on a pass/fail and/or audit basis. The employee must also submit the itemized tuition receipt verifying cost and payment of tuition. This receipt must show a listing of all costs by item (e.g., maintenance/tuition, activity fee, athletics fee, etc.), must show the dates the fees were assessed and paid, must show payment amount(s) and method of payment (e.g., check, credit card, financial aid, etc.), and must indicate a zero balance on the account. Submission for completed course will be returned to the Deputy Chief over the appropriate function for review and forwarded to the Deputy Chief of Administration for reimbursement. Copies of completed course work will be submitted to the Training Unit for career development tracking.

5. The employee affirms that he/she has not been totally reimbursed for this approved educational training by some other funding source. Persons being supplemented under any other program(s) (e.g., state supplements, G.I. Bill, scholarships including the Tennessee Education Lottery Scholarship program, government funding, etc.) are only eligible for benefits under the Sheriff's Office reimbursement program for the difference between the cost of the approved training and any other funding source(s) up to the Sheriff's Office maximum reimbursement cap of \$1800 per fiscal year, \$600 per semester or \$450 per quarter..

6. Employees will be reimbursed only for maintenance/tuition fees, but not for late fees, cost of books, service fees, technology fees, athletic fees, and materials upon submission of a transcript as follows:

<u>For Grade Basis</u>	<u>% Reimbursement</u>
A	100%
B	90%
C	80%
Below C	No Reimbursement
 <u>Pass/Fail or Audit Basis</u>	 <u>% Reimbursement</u>
Pass	100%
Fail	No Reimbursement

By January, before each fiscal year, an employee who intends to take courses must have forms in before the start of the next fiscal year. Approval forms must be completed prior to the start of each semester/quarter. Each approval must have the authorization of the Deputy Chief of Administration to ensure funds are available for reimbursement. The Deputy Chief of Administration may suspend tuition reimbursement and any point due to lack of funding. Any violation of this policy or

procedure will result in the employee refunding all tuition back to the Sheriff's Office and will be considered a serious violation.

Professional Development Courses

Professional development courses paid by the Sheriff's Office will follow the same procedure from pre approval of the immediate supervisor to the review and approval by the appropriate Deputy Chief. Completed course documentation (certifications, transcripts, etc.) will also be submitted to the Training Function for career development tracking.

To encourage all employees to become more computer literate, the Sheriff's Office will reimburse employees under this policy for the successful completion of up to one non-accredited computer course per year taken during non-work hours. The course must be approved in advance on the Tuition Reimbursement Form (Appendix 27) by the Deputy Chief over the appropriate function as cost effective and appropriate for education in standard computer software skills. This provision does not apply to or have any effect on computer training that a department may approve and fund during work hours.

2.05 Worker's Compensation (Revised 09/02/04, 04/11/08)

All employees are covered under the provisions of the *Tennessee Worker's Compensation Law (TCA 50-6-101, et.seq.)* for accidental injuries or occupational diseases that arise out of, and in the course of, employment. The law requires that specific procedures be followed before payment of benefits to injured employees can be made. These procedures are:

- A. Any employee involved in a work related accident or illness must immediately report the incident to his or her supervisor. Injuries or illnesses must be reported even though the employee may feel they are not serious or require medical treatment. Obviously, if medical treatment is required, it will be obtained immediately. ***In the event an employee's supervisor is not available to receive the report of injury, the employee is to contact the Risk Management Department at 273-5770, or page the County Risk Manager at 223-4729, 24 hours a day, 7 days a week.***
- B. Once a supervisor has been notified, he or she will determine whether an injured or ill employee needs immediate medical attention, and may direct that initial treatment be provided at an emergency room if the injury or illness appears life threatening. If the injury or illness is not life threatening, the immediate supervisor should contact the Risk Management Department, and with the concurrence of the injured or ill employee, select a physician from the county's approved panel of physicians to provide initial treatment. A Worker's Compensation Panel of Physician Request form (Appendix 10) must be completed indicating the employee's selection from this list, or a decision not to use any physician on the list. Not selecting one of the physicians on the list may

bar compensation benefits for any cost incurred in obtaining medical care.

- C. In the event a chosen physician determines that the injured or ill employee needs specialized treatment, such as an orthopedic physician or a neurosurgeon, or other specialized care, then the employee must contact the Risk Management Department. Failure to do so may jeopardize reimbursement for future medical expenses.
- D. Once an employee reports an occupational (on-the-job) injury or illness, his or her supervisor must prepare a Tennessee Employer's First Report of Work Injury or Illness (Appendix 11), and submit it to the Risk Management Department within 24 hours and a copy is to be forwarded to the Office Manager.
- E. Pursuant to the Workers' Compensation Law, if an injured or ill employee refuses to comply with any reasonable request for examination, or to accept the medical or specialized medical services the county is required to furnish, then the injured or ill employee's rights to compensation will be suspended, and no compensation will be payable to the employee while such injured or ill employee continues in his or her refusal to comply with any reasonable request for examination, or to accept the medical or specialized services furnished by the county.
- F. In addition to receiving appropriate medical care from an approved physician, an employee may be entitled to receive temporary total and/or temporary partial disability benefits during such periods if a treating physician concludes that an employee is totally unable to work, or only able to work a reduced schedule. Pursuant to the Workers' Compensation Law, no such benefits are payable for the first 7 days of any disability that results from a work related injury or illness. However, if the disability extends beyond 7 days, then disability payments are due from the 8th day following the injury or illness forward. In the event an employee's temporary total disability extends beyond 14 days, then disability benefits will be payable from the first day following the injury or illness. Depending on the individual facts and circumstances of any employee's injury or illness, upon approval by the Chief Deputy or Sheriff workers compensation leave can be approved in 20 day increments and Blount County Government and Sheriff's Office leave cannot be used at the same time. Additional benefits may be paid to an injured or ill employee pursuant to provisions of the Tennessee Workers' Compensation Law. Anytime an employee is out of work on Worker's Compensation, they will notify the office manager who will explain their options concerning salary and benefits.
- G. In the event an employee's absence from work following a work related injury or illness also qualifies as a serious health condition defined by the Family and Medical Leave Act, an employee's worker's compensation leave may also be designated as FMLA leave and run concurrently with worker's compensation leave.
- H. Employees who have any questions regarding their rights and obligations pursuant to the Tennessee Workers' Compensation Law should direct them to the Deputy Chief of Administration, or designee, through their immediate supervisor,

or call the Blount County Risk Management Department at 273-5770 or 273-5772.

Chapter 3. Leave of Absence

3.01 Grants of Leaves of Absence

- A. Division heads may grant leaves of absence unless otherwise specified in this section. Annual, sick, or compensatory leaves of absence with pay may be granted only up to the amount accumulated to the date of leave. Leave to be subsequently earned may not be anticipated and used (see the section on Sick Leave Bank below for possible exception).

- B. Requests for leaves of absence must be turned in on a Request for Leave Form (see Appendix 12), signed by a supervisor, and approved by a division head. The yellow copy of the Request for Leave Form is attached to the time card and the supervisor retains the white copy. However, where the need for a date of an absence cannot be predicted, and where conditions warrant, an absence may be authorized verbally by the immediate supervisor followed by a written request for leave by the employee.

- C. Leaves of absence are granted at the times desired by the employee subject to the needs of the Sheriff's Office. In any division where it is deemed impractical to grant leave according to normal leave request procedures, a division captain will arrange the leave schedules in such a manner to ensure that each employee will be afforded the same effective leave. Employees may request an amendment to approved annual leave before or during that leave, changing it to sick leave or bereavement leave if appropriate. Proper verification and approval by the employee's supervisor is required.

- D. The following applies to a leave of absence:
 - a. Has been full time employee of the Blount County Sheriff's Office three (3) years or longer.
 - b. Leave retirement in TCRS
 - c. **Is not** paid for all accrued time (compensatory, holiday worked, and vacation hours). Time accrued is frozen and no time will be earned while on LOA.
 - d. Seniority date will be adjusted by time gone from active duty.
 - e. Employee will not be covered by County for any health, dental or any other type of insurance.
 - f. Employee must make arrangements with County Payroll (273-5721) to pay for voluntary deductions that come out of the employee's regular payroll check.
 - g. When an employee requests LOA, time accrued can only be used to cover to the end of the next payroll period. IT can not be used to cover time that employee will not be working at the BCSO. Example: last day to work is 22nd; you may use accrued time until the 30th of that month. The rest of the time is frozen until you return or resign.
 - h. All equipment is turned into the Quartermaster. It will be issued back to you upon your return.

- i. If a Training Reimbursement Agreement is in effect the employee must honor the agreement before taking a leave of absence or understand that it must be honored if the employee does not return to the Sheriff's Office on or before the expiration of the leave of absence request.
- E. Employees may be able to use flextime under the following conditions:
1. The requested flextime must be in the same time period as their time card (i.e., within 28 days for all certified patrol and corrections employees actually working in a law enforcement or corrections position).
 2. An employees requesting flextime must get approval from their supervisor and division captain, and make sure that their time card reflects the work time that is creating the need for flextime.
 3. Flextime should be used for special situations such as training requirements for special units, or for other special or unusual situations such as instructing for in-service or orientation training, the citizen's academy, or other community related activities.

3.02 Leaves of Absence

A. Sick Leave

1. Leave in this section must be coordinated with the Family and Medical Leave Act (3.04).
2. In order to receive proper compensation, the Office Manager must be notified when an employee will be out of work longer than 3 days.
3. Sick leave allowances are provided at the rate of 8 or 10 hours for each 28-day pay period, depending on the number of hours worked in a day without a limit on accumulation. For employees suffering from serious medical conditions, refer to 3.03 that relates to the Sick Leave Bank. Sick leave allowances may be used for:
 - a. **Personal Sick Leave:** Sick leave may be granted for an illness or injury that incapacitates an employee, preventing him or her from performing assigned duties, for doctor or dental appointments during working hours which a doctors note may be required, and for exposure to contagious disease to such an extent that the employee's presence on the job would jeopardize the health of co-workers. *Personal sick leave is not an entitlement.* Abuse of sick leave is grounds for disciplinary action.
 - b. **Family Sick Leave:** Sick leave may be granted for an illness or injury in an employee's immediate family, including routine doctor and dental appointments that require the attendance of an employee. Use of sick leave by an employee for this purpose may not exceed 12 workdays in one calendar year. The "immediate family" of an employee is defined in 1.01

under “Close Family Member.” Exceptions to this policy may be considered on a case-by-case basis as recommended by a division captain, reviewed and recommended by the appropriate Assistant Chief Deputy, and approved by the Chief Deputy. ***Family sick leave is not an entitlement.*** Abuse of sick leave is grounds for disciplinary action.

- c. An employee away from work for a medical condition(s) requiring an absence of 3 consecutive days is required to submit to their division captain a written statement from an attending physician on a Sick Leave Request Form (Appendix 13) outlining the general nature of the medical condition, the earliest approximate date of return to duty, and advising on the ability of the employee to perform his or her regular duties. A division captain has the prerogative of requiring a physician’s letter with the above content prior to any approval of a request for sick leave if in the division captain’s judgment this information is necessary.
- d. Any employee treated in an emergency room, or is hospitalized for any period of time for a non-work related injury or illness, ***MUST*** have a written release from their attending physician on a Sick Leave Request Form, which is turned in to the Office Manager noting any work limitations/restrictions (along with the approximate duration of such limitations/restrictions) before a sick leave request can be approved.
- e. Medical information and the personnel needs of the division are considered in determining the holding of an employee’s position open, or placement of him or her in another position for which the employee qualifies. If neither is appropriate, termination may be considered. Before returning to work, an employee must obtain a written statement from an attending physician advising on the form prescribed by the Sheriff’s Office whether the employee might return to regular duties.
- f. Medical information is considered to be confidential to the extent permitted by law, and is immediately made a part of an employee’s medical records included in his or her personnel file. An employee may view this file by appointment.
- g. If a disability causes an employee to lose more regularly scheduled workdays during any year than accumulated sick leave credits, the employee may use such accumulated annual and/or compensatory leave as he or she may have, or may be placed on leave without pay by the Chief Deputy upon recommendation of the division captain. An employee with a serious medical condition may also apply for medical leave under Family and Medical Leave (see 3.03), or may request additional sick leave from the county’s Sick Leave Bank.
- h. Sick leave is granted at the discretion of a division captain, and may be refused if in the judgment of the division captain it is not justified.
- i. Employees are not paid for accumulated sick leave upon termination. Upon retirement an employee may be credited with 1 month of creditable service for each 20 days of accumulated sick leave based on our current TCRS policy.
- j. An employee may be assigned light duty, if it is available and authorized

by an attending physician, as recommended by a division captain, and approved by the Chief Deputy.

- k. An employee that requests sick leave on a day preceding or following off days or scheduled time off such as vacation, holiday or comp, may be required to turn in a written doctor's excuse upon their return to duty.
- l. An employee in a non-paid status will not accrue annual, sick or holiday time.
- m. Any accrued time earned prior to being in a non-paid status will be applied to compensate for the non-paid status on the time card when the non-paid status occurs.

B. Annual Leave

- 1. Annual leave (as defined in 1.01) is earned monthly at the leave accrual rates and maximum amounts established in the chart below. Holiday leave may be combined with annual leave, but holiday leave may not be accumulated and must be used as soon as possible within 12 months of the holiday.

Years of Service	Hours Accrued Per 28-day Work Period	Annual Hours of Leave Permitted to carry over annually	Personal Hours Permitted Annually*
Less than 10 years	6.67	40	24
10 years but less than 15 years	10.00	60	32
15 years but less than 20 years	13.33	80	40
20 years or more	16.67	100	48

* For employees working in Administration, or otherwise exempt from overtime.

- 2. Employees may carry up to one-half of their authorized annual leave into the next year. For example, if an employee is authorized 80 hours of annual leave, but for whatever reasons is not able to use but 40 hours, that 40 hours will be carried over to the next year. If he or she had used 60 hours, they would be able to carry over 20 hours to the next year. Employees wishing to carry over more than the allowed amount must submit their request to the Assistant Chief of Administration 30 days prior to the end of the calendar year.
- 3. Annual leave may be used to attend to any personal needs, and may be approved in advance by the division captain responsible for determining a leave schedule. The first concern in developing a leave schedule is the minimum staffing levels, with the desires of employees being secondary. Each year employees are required to take at least one complete workweek (40 hours) of their accumulated annual leave (which may be taken with holiday leave for patrol and corrections personnel) as a single period of annual leave in order to provide an opportunity to refresh the mind and body from the daily

rigors of the workplace.

4. Although annual leave is earned from the date of employment, an entry-level probationary employee is not eligible for annual leave until successful completion of 6 months of service.

C. Holiday Leave (Revised July1, 2014)

1. Holiday is defined as a single day of paid time off work.
2. Employees who work in a position having only one regular shift (e.g., those in Records, Court Services, staff groups, etc, but not those in Patrol or Corrections) receive several holidays each year as designated by the Blount County Mayor and County Officials. These employees are expected to take off on the designated holiday (e.g., when the Justice Center is closed). Information regarding authorized holidays is distributed to all county agencies prior to the beginning of a calendar year.
3. Employees who work in a position having multiple shifts (e.g., Patrol and Corrections) will receive one holiday per month for a total of twelve (12) holidays per calendar year. These employees will be credited with three (3) holidays per calendar quarter, which will be reflected on the earning sheet posted after each time card. Employees may combine holiday leave with annual leave, when authorized by their supervisor.

An employee who takes more than one holiday off work in a quarter but leaves the employment of BCSO before the end of that quarter is required to reimburse BCSO for the holiday(s) taken but not “earned” through (1) reduction in their final paycheck, or (2) forfeiture of an accrued (but unused) holiday, vacation day, sick day, etc.

4. Holidays must be taken in the same calendar year in which they are granted. Unused holidays may not be carried over from one calendar year to the next calendar year. Failure or inability to take holiday time off within permitted time frames will result in the holiday being forfeited.
5. Employees in a non-paid status (e.g., those on military leave, unpaid leave of absence, disability, etc.) do not receive holidays during their non-paid leave.

D. Civil Leave

An employee may be granted civil leave with pay for any absence necessary for serving on a jury, as a subpoenaed witness in court, or taking required tests for fitness, including required physical exams, recruitment interviews, tests for required certification, and tests associated with promotions, demotions, or transfers in the Sheriff’s Office. If, however, a case is one in which the employee

is a party and the court decision affects the employee (positively or negatively) only, the time off is of a personal nature and annual leave, compensatory time, or leave without pay should be taken. Employees are entitled to keep any jury or witness fees in addition to their regular salary.

E. Leave Without Pay

The Office Manager will be notified whenever an employee is in a non-paid status. The following guidelines should be followed:

1. For some absences from duty, division captains may recommend leave without pay to the Chief Deputy, although such leave is not guaranteed. If a request is for medical reasons, provisions for returning to work noted above relating to sick leave or worker's compensation leave are to be followed.
2. The Chief Deputy will determine the maximum duration of any leave without pay after consultation with the Sheriff.
3. No time is accrued in a leave without pay status.
4. Leave without pay is used to reflect the hours an employee does not work in a workweek and does not have sufficient leave balances to cover the time away from their job.

F. Military Leave (Revised 02/28/08) (Revised 10/15/2015)

1. Members of the organized reserve forces of any of the Armed Services of the United States, National Guard, or Reserves, are entitled to a leave of absence, not to exceed the following amount per calendar year; 160 hours for those employees working an 8 hour shift or 200 hours for those employees working a 10 hour shift, with pay and without loss of seniority or any accrued leave. The 160 or 200 hours, depending on the particular shift, and during a calendar year, are normally meant to be consecutive, but may be fragmented or non-consecutive if supported by military orders. This paid military leave may be taken for annual active duty training, drill (not for periods of inactive duty training, i.e., drill) and additional active duty training (i.e., additional duty) as long as the total of paid military leave does not exceed the 160 or 200 hours per calendar year. If more time is needed beyond what is allowed under these rules, an employee must use any accumulated annual, compensatory, or holiday leave, or leave without pay. Employees must be in a paid status to be authorized military leave. Temporary employees are not eligible for military leave with or without pay.
2. Any person employed in an authorized position (as defined in 1.01), who receives orders to report for active duty in any of the Armed Forces of the United States, will be placed on military leave without pay assuming the following actions have taken place:
 - a. The employee requests military leave without pay.
 - b. The employee submits to their Deputy Chief a copy of his/her orders

- indicating his/her active duty status and the duration of such active duty.
- c. The initial active duty is in excess of 3 months as shown on his/her orders. The individual's active duty for training is his or her initial active duty for training as shown on his or her orders.
 - d. A copy of active duty orders will be attached to the leave without pay request memo when submitted to the Office Manager.
3. During military leave without pay status, the same provisions governing sick and annual leave accrual set forth in Leave Without Pay presented below will apply. An employee may make arrangements with the Blount County Human Resources to continue applicable benefits by paying, at the commencement of the leave, the premium required under COBRA provisions and subject to the health and benefits contracts currently in force.
 4. Within 90 days after release from active duty (provided the employee can provide proof of satisfactory completion of initial active duty training by certificate, discharge, or release to inactive reserve status), the employee will be entitled to reinstatement in his/her former position, provided the employee is capable of performing the duties of that position. If the former position has been abolished, the employee will be given first consideration for other openings for which the employee is qualified. Employees selected to fill openings created by persons on military leave will be employed on a provisional basis. For all other purposes, the same provision as outlined under Leave Without Pay will govern. Return to employment will be treated as a reinstatement (see 1.06).
 5. No employee will be considered for promotion or a higher-level appointment while on military leave status.
 6. No part of these Rules and Regulations will supersede applicable state and/or federal law.
 7. If the conflict an employee is deployed for is recognized by TCRS, the employee will receive retirement credit by TCRS. If the conflict is not recognized by TCRS the employee will not receive credit.
 8. An employee will be permitted to use 30 days of accrued time, other than sick once military orders are in effect.
 9. If an employee is on active full duty status and their military pay is less than what their base Sheriff's Office pay is, then the Sheriff's Office will pay the difference.

Pre-Deployment

Prior to a member of the Blount County Sheriff's Office (BCSO) deploying for military service the Captain or Deputy Chief will provide a copy of the member's deployment orders to the Chief Records Clerk. The Chief Records Clerk will ensure that all policy and procedure steps that should be accomplished prior to the deployment are completed. The Chief Records Clerk will serve as a point of contact for all members of the BCSO that are deploying for military Service to allow for coordination of all benefits and entitlements.

The member will consult the BCSO Human Resource Officer (HRO) prior to their last duty day before the deployment. At that time the HRO will conduct an exit interview with the member. During this interview the HRO will ensure the member provides valid contact information for any family members to allow for any of their needs to be met during the member's absence as well as provide for a process for communication with the member during their deployment. He will also ensure the employee has relinquished all assigned equipment to the Equipment Custodian for storage during their absence.

Post-Deployment

Upon a member of the BCSO returning from deployment and upon completion of their reconstitution time they will report to the HRO on the morning of their first duty day prior to reporting for duty. At that time the HRO will coordinate an interview for the member with the Chief Deputy or designee. Upon completion of the interview the member will report to the Chief Records Clerk for final in-processing. The Captain or Deputy Chief will facilitate the re-issue of the member's assigned equipment and contact the training function to coordinate any new initial, refresher or requalification training that may be required for the member. Upon successful completion of the designated training the member may return to duty.

G. Bereavement Leave

An employee may be granted up to 3 workdays of bereavement leave for the death of a close family member (see definition in 1.01). This leave must be taken immediately prior or subsequent to the day of a burial service (or equivalent), including the day of burial services (or equivalent). The Chief Deputy may grant exceptions to this by granting additional time under unusual circumstances.

H. Maternity Leave

1. Pregnancy, childbirth, and related conditions will be treated the same as any other temporary medical disability with regard to leave policies. Leave is available under the same terms and conditions as for other similar purposes, for a period not to exceed 4 months, that is counted as part of the Family Medical Leave Act (FMLA), entitling employees for up to 12 weeks leave for maternity. In addition to any other accrued paid leave, Blount County will allow up to 6 weeks of paid maternity leave, depending on the amount of FMLA available to full-time regular employees on the following terms and conditions:
 - a. The employee must have been employed by the county for at least 12 consecutive months as a full time employee.
 - b. In cases of adoption or foster care, the child must be under the age of 1 year at the time of placement.

- c. The employee must give at least 3 months advance notice of the anticipated date the leave is to begin, except in cases of emergency
 - d. The entitlement to leave begins on the date of birth or placement, and ends 6 weeks thereafter.
 - e. Unused maternity leave cannot be carried over or used for any other purpose, and an employee will not be compensated for any unused maternity leave.
 - f. Paid leave taken by an employee in connection with birth or placement of a child for adoption or foster care, will be counted as part of the employee's 12-week entitlement under the Family and Medical Leave Act.
2. Tennessee law requires that the following provisions be included in this manual. The provisions may or may not apply, depending upon the circumstances, as stipulated in *TCA 4-21-408. Maternity Leave:*
- a. A female employee who has been employed by the same employer for at least 12 consecutive months as a full-time employee as determined by the employer at the job site or location, may be absent from such employment for a period not to exceed 4 months for pregnancy, childbirth, and nursing the infant where applicable (such period to be hereinafter referred to as "maternity leave").
 - b. A female employee who gives at least 3 months advance notice of her anticipated date of departure for maternity leave, her length of maternity leave, and her intention to return to full-time employment after maternity leave, shall be restored to her previous or a similar position with the same status, pay, length of service credit, and seniority, wherever applicable, as of the date of her leave.
 - c. A female employee who is prevented from giving 3 months advance notice because of a medical emergency that necessitates maternity leave beginning earlier than originally anticipated, will not forfeit her rights and benefits under this part solely because of her failure to give 3 months advance notice.
 - d. Maternity leave may be with or without pay at the discretion of the employer. Maternity leave will not affect the employee's right to receive vacation time, sick leave, bonuses, advancement, seniority, length of service credit, benefits, plans or programs for which she was eligible at the date of her leave, and any other benefits or rights of her employment incident to her employment position; provided, that the employer need not provide for the cost of any benefits, plans, or programs during the period of maternity leave unless such employer so provides for all employees on leave of absence.
 - e. If an employee's job position is so unique that the employer cannot, after reasonable efforts, fill that position temporarily, then the employer will not be liable under this part for failure to reinstate the employee at the end of her maternity leave period.

- f. The purpose of this section is to provide leave time to female employees for pregnancy, childbirth, and nursing the infant, where applicable; therefore, if an employer finds that the female employee has used the period of maternity leave to actively pursue other employment opportunities, or if the employer finds that the employee has worked part-time or full-time for another employer during the period of maternity leave, then the employer will not be liable under this section for failure to reinstate the employee at the end of her maternity leave.
- g. Whenever the employer determines that the employee will not be reinstated at the end of her maternity leave because her position cannot be filled temporarily, or because she has used maternity leave to pursue employment opportunities or to work for another employer, the employer will so notify the employee.
- h. Nothing contained within the provisions of this section will be construed to:
 - 1) Require any employer to provide maternity leave to male employees.
 - 2) Apply to any employer who employs fewer than 100 full-time employees on a permanent basis at the job site or location.
- i. The Federal Pregnancy Discrimination Act (PDA) amendment to the Civil Rights Act of 1964, prohibits employment discrimination against women on the basis of pregnancy, childbirth, or related medical conditions. This means that pregnancy-related conditions must be treated the same as any other temporary medical incapacity. The PDA applies to employers who have 15 or more employees. The term "employees" includes local government employees, but does not include elected officials and their personal staff, or policy-making appointees.

I. Personal Hours

- 1. An employee who works in administration, or is exempt from overtime policies and procedures as determined by FLSA, is eligible for personal hours based on the chart on page 3-3.
- 2. Personal hours may be used to attend to personal needs, and may be approved in advance by a division captain, an Assistant Chief Deputy, or the Chief Deputy.
- 3. Personal hours may not be carried over to the next year.

3.03 Family and Medical Leave

- A. An employee who has been employed by the Sheriff's Office for 12 months or more, and has worked at least 1,250 hours in that 12-month period, may be eligible for up to 12 workweeks of unpaid family and medical leave in the following cases:
 - 1. Employee's spouse, parent, or child has a serious medical condition that

- requires the employee's full-time care.
 - 2. The birth, placement for adoption, or placement of a foster child.
 - 3. The employee's own serious medical condition.
- B. In the case of illness, a certification from an attending physician will be required. The leave must be requested 30 days in advance, unless there is a medical emergency, and then must be approved by the Chief Deputy after consultation with the employee's division captain and the Assistant Chief of Administration. In a case where both spouses work for the Sheriff's Office, leave for family care or birth, or adoption of a child, is limited to up to 12 weeks combined. Intermittent leave may be granted if medically necessary. Employees will be required to use any accumulated sick and annual or leave first, when appropriate, before going into an unpaid status. Leave used will be counted toward the 12 weeks.
- C. When on unpaid family and medical leave, the employee's health care coverage will continue. The employee is to pay his or her share of the health care premium to the Office Manager. If an employee fails to return to work (unless it is for medical disability), the employee is to reimburse the Sheriff's Office for its portion of the premium paid. All other benefits will be treated the same as stated in leave without pay (see 3.02).
- D. Employees on approved family and medical leave of up to 12 weeks are entitled to their same or equivalent position upon their return to work.
- E. In most cases, leave cannot be counted as FMLA leave retroactively. One exception is if the supervisor was not aware of the reason for the leave. In this case, the leave is designated as FMLA leave while the employee is on leave, or within 2 business days once the employee has returned.
- F. For additional information and an application packet on family and medical leave, employees need to contact the Office Manager.
- G. Approved Medical Leave is as follows
- 1. The Sheriff or Chief Deputy can approve up to 12 months Medical Leave of Absence. This type of leave is without pay.
 - 2. Leave must be requested before the FMLA time ends and leave will start at the conclusion of FMLA
 - 3. BCSO will continue to pay the employee's portion of insurance **BUT** the employee is responsible for paying all voluntary or dependent coverage premiums/deductions.
 - 4. The employee must, upon request, furnish a doctor's statement. Human Resources will monitor the doctor's statement on a minimum of a monthly basis and will give status back to the BCSO.
 - 5. All accrued leave, including vacation, sick, compensatory, and holiday

- hours must be used before the leave of absence will be approved.
6. No time will be earned while on a leave of absence. This includes vacation, sick, compensatory, personal, and holiday.

Chapter 4. Performance Evaluation (Revised 10/01/07 & 12/02/08)

4.01 Performance Management

It is the policy of the Sheriff's Office to design and maintain a performance evaluation system that is job related and uniformly administered, striving to use performance evaluations as tools to serve both the needs of management and of employees. The objectives of performance evaluation are:

- Foster fair and impartial personnel decisions such as promotions.
- Maintain and improve performance.
- Provide a mechanism for counseling and coaching.
- Facilitate proper decisions regarding probationary employees.
- Provide an objective and fair means for recognizing and measuring individual performance in accordance with prescribed guidelines.
- Identify training needs.

A. Types of Evaluation

The following types of evaluations are possible:

1. **Semi-annual:** The normal evaluation period covers 6 months, occurring every July and January, and involves all employees.
2. **Conditional Probation:** An evaluation period of 12 months following a promotion, disciplinary action, or transfer, conducted monthly over this period.
3. **Probationary:** Patrol deputies are initially rated weekly through academic reports from their basic training facility. Deputies (as they are assigned to duties out of the training academy) and adult and juvenile corrections officers (after their orientation training) are evaluated daily and weekly through reports relating to on-the-job training (see GO 6.01, Field Training Program in the *Sheriff's Office Policies and Procedures Manual*, and the training sections in the *Adult and Juvenile Detention Center Policies and Procedures Manual*). After completion of on-the-job training programs, probationary employees are rated monthly by their supervisor using the Probationary/Conditional Probation Performance Evaluation (See Appendix 16) until the probationary period is completed. Non-certified employees are rated every 30 days throughout their 12-month probationary period. The Sheriff may extend probation at his discretion.

B. Performance Evaluation Process Management

1. Performance evaluations are conducted based on guidelines prepared for each division, and are presented at Appendix 14a,b,c,d,e. Guidelines call for 6-month rating periods.

2. Performance standards/criteria used for performance evaluations must be specific to positions occupied by employees.
3. Evaluation forms are reviewed and signed by the rater's supervisor.
4. Employees sign the evaluation report only to indicate that they have read it, not that they agree with it, and are given a copy.
5. Employees are rated by their immediate supervisors, whose responsibility cannot be delegated.
6. Employees may appeal their performance evaluations to the next supervisor above the rater within 10 working days of receipt of an evaluation. The reviewing supervisor may amend and/or comment on any part of an evaluation, and respond to the appeal within 10 working days. If an employee is not satisfied with the decision of a rater's supervisor, the employee may appeal the decision to the Chief Deputy, who has 10 working days to respond. The decision of the Chief Deputy will be final. The process of contesting evaluations does not constitute a grievance.
7. Semi-annual performance evaluations are to be filed and remain in an employee's personnel file for a minimum of 5 years, at which time they may be destroyed.

C. Introduction to Performance Management

1. These guidelines to performance management are intended for anyone who manages the performance of others. Whether you are a new or experienced supervisor, these guidelines will provide you with useful information and step-by-step guidelines about the performance management process.
2. Performance management will help you, and those you supervise, to plan for results that will meet or exceed your expectations and the expectations of your division, the Assistant Chief Deputies, the Chief Deputy, the Sheriff, and the community. You will learn how to work cooperatively with your employees to:
 - a. Identify and describe each employee's essential job functions and dimensions in support of the mission of your division and the Sheriff's Office.
 - b. Identify and define initiatives appropriate to your employees' essential functions that support the goals of your division and the Sheriff's Office.
 - c. Develop realistic and appropriate performance standards.
 - d. Give and receive helpful behavioral feedback about performance.
 - e. Write and deliver constructive performance evaluations.
 - f. Plan education and development opportunities to sustain, improve, or build on current performance.
3. These guidelines are the basis for training supervisors and employees as to what to expect from performance management, and how to successfully prepare and use the evaluation process, including the preparation of forms and the follow up to the evaluation process. Questions that cannot be answered by

using these guidelines should be directed to a division captain, the Assistant Chief of Administration (or his designee), an Assistant Chief Deputy, or the Chief Deputy.

D. Definitions:

1. **Dimensions:** A broad grouping of similar tasks assigned to a division, unit within a division, or a particular job classification, not an individual employee(s), and are developed and agreed upon by supervisors and their employees assigned to accomplish their job responsibilities.
2. **Employee:** The person whose performance is managed.
3. **Performance Evaluation:** Performance evaluation is a process of assessing, summarizing, and developing the work performance of an employee.
4. **Performance Management:** An ongoing communication process that involves both the supervisor and the employee in:
 - a. Identifying and describing essential job functions and relating them to the mission and goals of the division and the Sheriff's Office.
 - b. Developing realistic and appropriate performance criteria directly related to dimensions.
 - c. Giving and receiving feedback about performance.
 - d. Writing and communicating constructive performance evaluations that relate comments versus scores versus the least and most satisfactory performance in each dimension.
 - e. Planning education and development opportunities to sustain, improve, or build on employee work performance that are developmental as well as remedial.
5. **Performance Standards:** Written statements based on basic dimensions describing *how well* a job should be performed. They provide benchmarks against which to evaluate work performance. While dimensions describe the essential functions, performance criteria define *what is to be done and how well* each dimension must be performed to meet or exceed expectations. Each division of the Sheriff's Office will chose the dimensions and performance standards related to their operations and that are appropriate for the specific duties and responsibilities of the positions they have assigned to them.
6. **Rating Supervisor:** The supervisor who is directly responsible for seeing that an employee's performance dimensions and criteria are met.

E. Dimensions and Performance Standards

1. When dimensions and performance standards are in place, both the employee and his or her supervisor will know what the expectations are for the performance of essential functions of the job. This understanding will provide the basis for ongoing observation and feedback that becomes the basis for

- performance counseling between evaluations, for the formal semi-annual performance evaluation process.
2. Performance standards are developed within each division, and sometimes units within divisions, since the work performed is obviously different in each, requiring the establishment of relevant dimensions and performance standards. Examples of performance dimensions that may be used are:
 - a. **Adaptability/Attitude:** Willingness and ability to adjust to changes in tasks, assignments, and division goals and objectives as well as expressions of personal feelings that effect job performance and interactions with other employees.
 - b. **Decision-making/Problem solving:** Ability to manage complex and stressful situations while giving proper consideration to all alternative courses of action along with the ability to identify and analyze problems, identify and evaluate possible solutions, selecting and implementing appropriate means of resolution.
 - c. **Dependability:** Consistently performing duties in a reliable and knowledgeable manner with minimum supervision.
 - d. **Appearance/Professional Image:** Presenting and maintaining a professional appearance through grooming, dress, and personal actions, including proper maintenance and usage of all assigned equipment.
 - e. **Communication/Relationships:** Ability to interact with citizens and other employees in an appropriate and effective manner, and effectively express and communicate ideas in writing, orally, and through non-verbal behavior.
 - f. **Job knowledge:** Application and use of training and on-the-job experience to effectively perform job tasks in line with guidelines established in policies and standard operating procedures.
 - g. **Physical Fitness:** Maintaining a level of physical preparedness that enables one to successfully perform required tasks.
 - h. **Rating Skills (for rating raters only):** Ratings by the rater's supervisor based on the rater's objective observation and meaningful feedback to the employee(s) being rated.
 3. When developing dimensions and performance standards, make sure that all participants in the process have access to the following documents:
 - a. An up-to-date copy of job descriptions.
 - b. A copy of the division and Sheriff's Office Multi-Year Plan.
 - c. The Semi-Annual Performance Evaluation Forms.
 - d. A copy of the *Standardized Evaluation Guidelines* (Appendix 14a,b,c,d,e).
 4. It is essential to define dimensions and performance standards that apply to an entire unit. It is not necessary to write performance standards for every task in a job classification description. Instead, focus on those that are most important.

5. Supervisors should discuss among themselves, and with their employees, those behaviors and results that would constitute the minimum acceptable performance for a task or function, and for each position in their unit. Performance that satisfies those performance standards will receive the rating of *meets expectations*. Performance standards that become a part of the *Standardized Evaluation Guidelines* should be written in clear language that describes the specific behaviors and actions required for work performance to meet, exceed, or fail to meet expectations, using specific terms that describe measurable, or verifiable, features of each performance standard, such as:
 - a. Performance expectations in terms of timeliness, cost (if appropriate), quality (subjective and objective measures of satisfaction), quantity (how many or how much, *but do not set quotas*), customer satisfaction, independent initiative demonstrated, and any other relevant verifiable measure.
 - b. Specify an acceptable margin for error. It is very rare for perfection to be an appropriate standard, even for outstanding performance.
 - c. Refer to any specific conditions where performance is expected or can be assessed. Statements like the following refer to the conditions under which a task or function is done:
 - 1) Proper completion of Incident Reports.
 - 2) No chargeable accidents.
 - 3) Average miles driven per shift during the rating period.
 - 4) Among many others.
 - d. Supervisors need to collaborate with each of their employees to develop performance standards that expand on the performance dimension and standards set for the unit. A supervisor's skill in effectively rating his or her employees is a significant dimension in a supervisor's evaluation.

F. *Standardized Evaluation Guidelines*

1. Each division will have a *Standardized Evaluation Guide* (Appendix 14a,b,c,d,e). For those divisions with on-the-job training programs, the guidelines will be a continuation of those programs. Standards guidelines are developed for the other divisions around applicable performance dimensions and standards. Consider the following when considering performance dimensions and preparing performance standards:
 - a. Performance standards are related to an employee's, or class of employees', assigned work and job requirements.
 - b. Quantifiable measures may not apply to all functions. Describe in clear and specific terms the characteristics of performance *quality* that are verifiable and that would meet or exceed expectations.

- c. Accomplishment of Sheriff's Office and/or division goals and objectives should be included where appropriate, as well as information related to improved efficiency and productivity, project completion, process and/or program redesign, or public service.
2. When reviewing *Standardized Evaluation Guidelines*, check them against the following questions:
- a. **Are they realistic?** Performance standards should be attainable and consistent with what is necessary to get the job done. Standards that meet expectations represent the minimum acceptable level of performance for all employees in that position.
 - b. **Are they specific?** Standards should tell an employee specific actions and results he or she is expected to accomplish.
 - c. Are they based on measurable data, observation, or verifiable information? Can they be measured in terms of timeliness, quality, and quantity.
 - d. Are they consistent with Sheriff's Office and division goals and objectives? Standards link individual performance to goals and objectives and should be consistent with them. The success of Sheriff's Office and/or division mission and value statements depends on this strategic connection.
 - e. **Are they challenging?** Guidelines will describe performance that exceeds expectations. Recognizing performance that is above expectations or outstanding is motivating to many employees.
 - f. **Are they clear and understandable?** An employee whose work is to be evaluated on the basis of the performance standards, and the subsequent guidelines, must understand them and should always be in the language of the job.
 - g. **Are they dynamic?** As Sheriff's Office and/or division goals and objectives, technologies, operations, or experiences change, performance standards should evolve.

G. Conducting Semi-Annual Performance Evaluation

Semi-annual performance evaluation is a process of assessing, summarizing, and developing the work performance of an employee. Every employee will receive a written performance evaluation on the appropriate forms. The following are recommended steps for the performance evaluation process:

1. Preparation

The semi-annual evaluation occurs every July and January. The following steps are suggested:

- a. Before meeting with an employee, review his or her job description, review your observations, notes, and previous semi-annual performance

evaluations. It is important that the rater prepare the evaluation based on the current 6-month rating period only. Although previous performance evaluations may be reviewed to determine progress in personal goals and objectives previously developed, the intent is to review an employee's performance for the actual rating period. Obtain performance feedback from people with whom the employee has worked (including those he or she may have supervised), all of which is important information when evaluating contact with the public (or customer service) and teamwork aspects of the employee's job. Where customer service is a key part of the job, feedback from customers may also be solicited. Locate and have ready any supporting information.

- b. If during the review period the employee reported to more than one supervisor, it is appropriate to consult with the other supervisor(s) for input into the evaluation. Before including any information in an evaluation that may indicate there was a performance problem with another supervisor, ask the other supervisor(s) if the information about the problem has been shared with the employee.
- c. Give the employee advanced notice of the performance evaluation so that he or she has the chance to review and prepare. Plan to meet with the employee in private to explain or review what will happen during the evaluation process, and review the *Semi-Annual Performance Evaluation Form* (see Appendix 17). Do this even if you have evaluated the employee's performance several times in the past. Review his or her job description and the Sheriff's Office and division goals and objectives. Discuss and review the performance dimensions and standards that are the basis of the evaluation. Some performance dimensions or standards may not have figured prominently in the employee's job for the evaluation period, and evaluation in those areas may not be necessary or significant.
- d. Conclude the meeting by scheduling a second meeting

2. Writing the Performance Evaluation

The writing phase of the performance evaluation involves completing the *Semi-Annual Performance Evaluation Form* (Appendix 17). In preparing the form, consider these three questions:

- a. How does the level of performance compare with the performance dimensions and standards for this position during the rating period?
- b. How was the level of performance confirmed? What did you see the employee doing? What do reports or other work products show?
- c. What were the consequences, results, and impact of the performance?

3. The *Semi-Annual Performance Evaluation Form* (Appendix 17)

Consult a division captain, an Assistant Chief Deputy, the Chief Deputy, or the Assistant Chief of Administration (or designee) for information about the

form, or for a particular policy or procedure. Enter general information about the employee in the area at the top of the form.

- a. **PART I: PERFORMANCE REVIEW** - Evaluate employee performance based on the selected dimensions for the employee being evaluated. Remember that an employee may not be rated on all of the dimensions listed, and that performance is to be rated only for the current 6-month rating period. Under each dimension there are performance standards that are to be met in relation to these dimensions as presented in *Standard Evaluation Guidelines*. Performance should be rated against these standards.
- b. **PART II: SUPERVISORY PERFORMANCE REVIEW** - This section should only be used for rating supervisory employees, and left blank for all other employees. The purpose of this section is rate the dimensions important to supervision, and to ensure the fairness and impartiality of ratings given by supervisors, and that they are applying ratings uniformly.
- c. **PART III: OVERALL APPRAISAL OF PERFORMANCE** - The 3 evaluation rating standards are found at the top of the *Semi-Annual Performance Evaluation Form*. These ratings describe the level of performance of the individual employee when compared to job descriptions, dimensions, and performance standards delineated in the *Standardized Evaluation Guidelines*.
 - 1) **Score of 1 – 3: Unsatisfactory**
 - 2) **Score of 4: Meets expectations**
 - 3) **Score of 5 – 7: Exceeds expectations**
- d. **PART IV: COMMENTS SUPPORTING THE OVERALL EVALUATION** - Although a rater is encouraged to make comments about a rating of *Meets Expectations*, whenever a rater feels an employee's performance is either *outstanding, below expectations, or unsatisfactory*, it is *mandatory* that he or she use this section to describe the behaviors and actions that led to the ratings given. This document becomes part of the employee's permanent record. Also include information relating to goals, education, training, and professional development activities the employee may complete during the next rating period such as on-the-job training, self-study, courses, workshops, special projects, participation in professional organizations, etc. When appropriate, describe the employee's responsibility for self-directed learning, and include activities that you and the Sheriff's Office can commit to support. *Never* promise an employee a promotion, special training, or any other benefit for future performance.
- e. **PART V: FUTURE PLANS/ACTIONS** - This section is dedicated to accomplishing a career development plan with the employee. It will discuss any future plans of education, experience, and training that will

assist in the developmental goals of the employee and the needs of the Sheriff's Office. This section will also be used to document education, experience, and training which has been completed during this evaluation period to accomplish the overall career development plan.

- f. **PART VI: EMPLOYEE COMMENTS** - A space is provided for the employee to comment if he or she chooses to do so. Allow time outside of the performance evaluation meeting for the employee to review the written performance evaluation and prepare comments. Comments may be written on the form or attached on a separate sheet.

4. Delivering

- a. Planning the performance evaluation meeting contributes to the success of the process. Below are a few guidelines that may help you with the goals of a formal performance evaluation meeting:
 - 1) Prior to a meeting, review your evaluation and observation notes covering the last rating period and the evidence in support of the rating you plan to give.
 - 2) Plan your discussion. Objectives for the discussion include:
 - a) Reviewing, discussing, and confirming an understanding of the performance dimensions and standards, and annual goals and objectives of the employee being rated.
 - b) Recognizing strengths and achievements.
 - c) Confirming previously identified functional areas needing improvement, whether they have been achieved and establishing agreement about how improvement is to be accomplished in the future.
 - d) Identifying areas where education, training, or other development opportunities are needed, and agreeing on a strategy for developing skills, knowledge, or abilities. Discuss and confirm understanding and agreement about the steps the employee will take to accomplish self-development goals as well as how you or the Sheriff's Office will help. Also, any disciplinary action in the form of counseling, remedial training, or whatever other means are available to improve performance.
 - e) Plan to meet with an employee in private.
 - 3) At the meeting, review your draft of the *Semi-Annual Performance Evaluation Form* and evaluation narrative with an employee. Discuss an employee's strengths covering each point in detail, setting a positive tone to start the discussion.
 - 4) Discuss previously identified areas needing improvement and how they were corrected. Ask an employee for suggestions about how he or she will improve performance, and introduce your ideas for

improvement as well.

- 5) Show interest in your employee's progress and your willingness to take up the discussion again at any time. Close the evaluation after all points have been covered and the employee has had an opportunity to provide input.
 - 6) If changes will be made to the evaluation, discuss those changes and agree upon a date when the final draft will be prepared and the evaluation is to be signed.
 - 7) After necessary changes have been made, ask the employee to sign the *Semi-Annual Performance Evaluation Form*. An employee's signature indicates that he or she has read the evaluation and that a discussion has taken place. It does not signify that an employee necessarily agrees with the evaluation.
- b. **What if an employee refuses to sign?** An employee may take a few days before signing the evaluation form. However, if after a reasonable period of time an employee refuses to sign the form, supervisors may note on the form that an employee has refused to sign, indicate the date, and initial the signature block.
- c. You may attach work standards, supplemental performance information, work samples, and additional comments to the evaluation form. Inform an employee that he or she can add or attach comments to the *Semi-Annual Performance Evaluation Form* as well. If an employee wants to add comments, allow time for him or her to write them and attach the comments to the original, signed copy of the evaluation form.

5. Producing

The original of the final signed performance evaluation will be forwarded to a rater's supervisor for review, comment, and signature, and then forwarded to each supervisor in an employee's chain of command until it reaches the Chief Deputy, who will review and sign off on them. The Chief Deputy will then forward the completed performance evaluation to the Assistant Chief of Administration who will have it filed in an employee's permanent personnel record. A copy will be returned to the rating supervisor and the employee to be used as a guide for the next evaluation, and to serve as a base for improving performance and gauging professional development.

H. Conducting Probationary and Conditional Probation (for promotion, transfer, or as a result of disciplinary action) Performance Evaluations

The probationary or conditional probation performance evaluation is a process of assessing, summarizing, and developing the work performance of a new employee who has just completed the Field Training Program for patrol deputies, the Corrections Officer Training Program for corrections officers in the Detention Centers, or a basic orientation required of all other employees, or for employees

promoted, transferred into a new position, or for an employee who has been placed on probation as a result of disciplinary action. The Sheriff may extend probation at his discretion. The following are recommended steps for a probation performance evaluation process:

1. Preparation

This evaluation occurs each month for 12 months for civilian employees. For patrol deputies and corrections officers, monthly probationary evaluations start the month following completion of their special on-the-job training programs, and continues for the remaining months up to their first year of employment. For employees who have been promoted, received disciplinary action, or transferred into new positions, monthly conditional evaluations will follow the effective date and will continue for a period of 12 months. The following steps are suggested:

- a. Before an initial meeting with a probationary employee, the supervisor will need to obtain the training files for patrol deputies or adult and juvenile corrections officers, using the same dimensions and performance criteria used during those programs as a basis for the probationary evaluations. For a new civilian employee, a supervisor will review with the new employee the performance dimensions and standards that have been developed for the position, and establish goals for meeting the essential tasks required of the position.
- b. If a new employee works with more than one supervisor during the probationary period, it is important to consult with the other supervisor(s) for input into the evaluation.
- c. Meet with the new employee frequently to discuss the *Standardized Evaluation Guidelines*, using observation and feedback as discussed below. Try to always use previous evaluations during these meetings.
- d. Always conclude a meeting by scheduling another meeting indicating what is to be achieved.

2. Writing the Probationary or Conditional Probation Performance Evaluation

The writing phase of the probationary or conditional probation evaluation involves completing the *Probationary/Conditional Probation Evaluation Form (Appendix 16)*. In writing the probationary performance evaluation, consider 3 questions:

- a. How does the level of performance compare with the performance dimensions and standards for this position?
- b. How was the level of performance confirmed? What did you see the employee doing? What do analytical reports or work products show?
- c. What were the consequences, results, and impact of the performance?

3. **The *Probationary/Conditional Probation Performance Evaluation Form* (Appendix 16)**

- a. This section refers to completion of the *Probationary/Conditional Probation Performance Evaluation Form (Appendix 16)*. Consult your Captain, Assistant Chief Deputy, Chief Deputy, or Assistant Chief of Administration (or designee), for information about the form, or for a particular policy or procedure. Follow the following steps in completing the form:
- b. **PART I: PERFORMANCE REVIEW** - Evaluate employee performance based on the dimensions for the employee being evaluated. Remember that an employee may not be rated on all of the dimensions listed. Under each dimension there are performance standards delineated in a Standardized Evaluation Guideline that are to be met in relation to these dimensions. Performance should be rated against these standards.
- c. **PART II: SUPERVISORY PERFORMANCE REVIEW** - This section should only be used for rating supervisory employees, and left blank for all other employees. The purpose of this section is rate the dimensions important to supervision, and to ensure the fairness and impartiality of ratings given by supervisors, and that they are applying ratings uniformly.
- d. **PART III: OVERALL APPRAISAL OF PERFORMANCE** - Each dimension is to be rated on a scale of 1 to 7, with 1 being the lowest rating and 7 being the highest. To the right of each dimension is a space available for marking the level of performance for that dimension. The numerical ratings should reflect the following levels of performance:
 - 1) **Score of 1 – 3: Unsatisfactory**
 - 2) **Score of 4: Meets expectations**
 - 3) **Score of 5 – 7: Exceeds expectations**
- e. To determine an average score, add the score for each dimension and divide by the number of dimensions rated, placing the score in the blank provided.
- f. **PART IV: CONSTRUCTIVE CRITIQUE** - Although a rater is encouraged to make comments about a 4 rating, whenever a rater feels an employee's performance is either in the 1 to 3 range or in the 5 to 7 range, it is *mandatory* that he or she use this section to describe the behaviors and actions that led to the ratings given.
- g. **PART V: EMPLOYEE COMMENTS** - A space is provided for an employee to comment if he or she chooses to do so. Allow time outside of the performance evaluation meeting for an employee to review the written evaluation and prepare comments. Comments may be written on the form or attached on a separate sheet.

4. Delivering

Planning the probationary performance evaluation meeting contributes to the success of the process. Below are some guidelines that may help you with the goals of the probationary performance evaluation meeting.

- a. Prior to the meeting, review your evaluation and your notes covering the last rating period and the evidence in support of the rating you gave.
- b. Plan your discussion. Objectives for the discussion include:
 - 1) Reviewing, discussing, and confirming understanding of the dimensions and performance standards.
 - 2) Recognizing strengths and achievements.
 - 3) Confirming previously identified functional areas needing improvement and establishing agreement about how improvement is to be accomplished.
 - 4) Identifying areas in which education, training, or other development opportunities are needed and a strategy for developing skills, knowledge, or abilities. Discuss and confirm understanding and agreement about the steps an employee will take to accomplish self-development goals as well as how you or the Sheriff's Office will help.
- c. Plan to meet with an employee in private.
- d. Review your draft of the *Probationary/Conditional Probation Performance Evaluation Form* with an employee, discussing his or her strengths, covering each point in detail. This sets a positive tone to start the discussion.
- e. Discuss previously identified areas needing improvement. Ask an employee for suggestions about how he or she will improve performance. Introduce your ideas for improvement as well.
- f. Show interest in your employee's progress and your willingness to take up the discussion again at any time. Close the evaluation after all points have been covered and an employee has had the opportunity to provide input.
- g. If changes will be made to the evaluation, discuss those changes and agree upon a date when the final draft of the evaluation will be prepared and signed.
- h. After necessary changes have been made, have an employee sign the *Probationary/Conditional Probation Performance Evaluation Form*. An employee's signature indicates that he or she has read the evaluation and that a discussion has taken place. It does not signify that an employee agrees with the evaluation.
- i. You may attach work standards, supplemental performance information, work samples, and additional comments to the evaluation form. Inform an employee that he or she can add or attach comments to the *Probationary/Conditional Probation Performance Evaluation Form* as

well. If an employee wants to add comments, allow time for him or her to write them and attach the comments to the original, signed file copy. Comments should be filed with the performance evaluation.

5. Producing

- a. The original of the signed probationary performance evaluation will be forwarded to a rater's supervisor for review, comment, and signature, and forwarded to each supervisor in an employee's chain of command until it reaches the Chief Deputy, who will review and sign off on it. The Chief Deputy will then forward the completed performance evaluation to the Assistant Chief of Administration who will have it filed in an employee's permanent personnel record, and a copy will be returned to the rating supervisor and the employee to be used it as a guide for the next evaluation, and to serve as a base for improving performance and professional development.
- b. During the 12 month probationary period, a probationary employee must be reminded by their rating supervisor, especially if performance is below expectations or unsatisfactory, that continued performance below expectations could lead to dismissal without appeal, or for those promoted or transferred, to a reversal to their previous position. Obviously efforts will be made for remedial or other special training before taking such a drastic step, but the probationary period is designed to ensure that an employee can meet the expectations of a position.

I. Observation and Feedback

Observing employee performance and offering feedback must become a routine part of managing employee performance. Feedback is most effective in reinforcing or improving work performance when an employee has confidence in the basis of that feedback. As a supervisor you will be more confident when giving feedback based on information you can support.

1. Observing Employee Performance

- a. Observation involves noticing specific facts, events, or behaviors related to work performance and the results of work performance that when combined becomes the raw data upon which effective performance feedback is based. When you observe the output employees generate and the impact of their work, you are gathering information needed to make both praise and constructive feedback. Observation is the basis for feedback and suggests actions that might be taken to support, develop, or improve performance.
- b. Feedback based on observed or verifiable data is more likely to influence employee behavior than feedback that cannot be supported by firsthand information. It is not always possible, however, to observe employees at

work all the time, but you must build into your schedule occasions to observe their performance. By doing so you provide opportunities to understand what they do, to talk with and get feedback from them, to see employees as they perform at their best, and to recognize areas where their performance could be improved.

2. Feedback

- a. Feedback may be defined as “information about past behavior, delivered in the present, which may influence future behavior.” (*What Did You Say?: The Art of Giving and Receiving Feedback* by Charles and Edith Seashore, Douglas Charles Press, North Attleborough, MA 1992.)
- b. Feedback is influential. When employees receive feedback that is timely, frequent, and specific they are more likely to understand what is expected of them and repeat successful performance.
- c. Feedback that describes observed or verifiable behavior and facts is different from feedback that evaluates the person based on assumptions, interpretations, generalizations, and judgments about what the behavior or facts mean. Compare the following statements:
 1. *That was a very poor report. I wish you were more committed to doing a good job.*
 2. *Your report was not formatted according to standard practice and the content was based on data that is out of date.*

Note that in statement #1, the speaker has judged the employee as lacking commitment, and the statement about the report being “poor” is evaluative without being helpful. Statement #2, however, tells the employee exactly what needs to be improved without judging the employee’s character or motives. An employee’s performance is more likely to improve when you ask them to **do** something differently rather than asking them to **be** different. Most people become defensive when they feel judged, and are more likely to accept feedback that is behavioral.

- d. *Behavioral feedback* consists of statements about observed or verified behavior related to performance standards. If an employee does not understand what you expect or what the standards are, or you do not give clear messages about expectations or confirm an employee’s understanding of expectations, an employee will not have a chance to improve performance or to meet performance expectations.

3. Guidelines for Giving Behavioral Feedback

- a. Behavioral feedback should be based on specific, observable, or verifiable data and information, and should be delivered as close to the event or behavior as possible.

I have observed that you arrived at 8:30 on Monday, Tuesday and Thursday rather than at 8:00.

After describing your observations to the employee, ask for his or her input before you decide what the behavior means. For example, you may observe that an employee has been arriving late over a period of days. Before you decide that the employee is being irresponsible, get more information. You may find that there is a valid reason for the behavior, or there are other factors that would contribute to your understanding.

I'd like to talk with you about the reasons for your late arrival.

Discuss the impact of the performance or its consequences, but never make threats or promises. When an employee understands the impact of performance, he or she will know why it is important.

As a result of your late arrival, staff from the previous shift had to stay over to cover your work.

- b. Communicate by your words, body language, and tone of voice that your intention is to be helpful when giving feedback. The goal of feedback is to reinforce or redirect performance so that the employee can be successful.

Examples:

The behavioral approach to feedback is valuable when describing performance that needs to be improved, because the employee learns which specific behaviors to change rather than receiving general comments that don't give much information. Compare the following statements.

1. *This report was not your best work.*
2. *This report was completed three days after the incident when you know that we must have reports by the end of a shift. If there had been a further incident involving the same person, the next shift would not have known and officers could have been injured. What will it take to prepare the report on time in the future?*

Statement #1 is vague and does not clearly indicate a specific performance problem, while statement #2 gives the employee a more complete picture of what needs to be improved, and the importance of improving. It also enlists his or her support in improving future performance.

- c. Behavioral feedback is also valuable when giving feedback about successful performance. Compare the following statements:
 - 1. *Terrific job!*
 - 2. *Everyone in the unit appreciates the way you handled that situation. You identified the areas where we were confused, you summarized to help us stay on track, and you maintained calm. As a result, we were able to resolve the situation rather than having it become much worse.*

When feedback about successful performance is given in specific behavioral terms, an employee knows which behaviors to continue or repeat.

- d. Feedback about performance in need of improvement is best delivered in private to avoid embarrassment to an employee. In some situations, employees are embarrassed when feedback about successful performance is given in front of others. Feedback is more effective if you know and respect the preferences of your employees. Notes that you keep about performance should also be phrased in behavioral terms. Avoid statements that would imply subjective judgment or prejudice about an employee's personality, character, or motives. Encourage your employees to keep records of their own accomplishments.
- e. The supervisor and his or her employee should exchange performance-related information throughout rating periods. At these discussions, take time to discuss accomplishments, possible needs for further training, and any other problems or concerns. If there are performance problems, schedule meetings at regular intervals for the purpose of providing feedback on performance. This practice will address issues promptly and foster a problem-solving approach rather than confrontation.
- f. Occasionally, performance problems may arise that will warrant documentation and performance counseling. Before initiating any formal corrective or disciplinary action, contact your supervisor, division captain, an Assistant Chief Deputy, or the Chief Deputy for guidance and assistance.

4. Conclusion

- a. Performance management is intended to break down barriers and maintain open communication between employees and their supervisors, creating an atmosphere that allows candid approaches to discussions relating to performance. During rating periods, supervisors and employees will want to review completed performance evaluations and use them as a basis for observation and feedback.
- b. After you have written your first performance evaluation, you will have the resources you need to do an effective job as a supervisor. You will have a current job description and information on dimensions and

performance standards in place, and will have a supportable basis for making future evaluations. You will have documented your employees' performance, and given them clear expectations about their performance for the next rating period. You will have provided your employees with opportunities to improve performance where indicated. There should be no surprises about what is expected of every employee. If you follow these guidelines, you will find the process of performance management to be constructive and satisfying.

J. Unsatisfactory Performance Notification (Revised July 6, 2011)

1. To ensure that employees receive timely and relevant feedback regarding unsatisfactory performances, Supervisors will provide written notice of unsatisfactory performance to non-probationary employees in a timely manner prior to the end of the semi-annual rating period.
 - a. The written notice will consist of documentation of the unsatisfactory performance(s) on an *Employee Counseling Form* (See Appendix 18) or in memo form as is appropriate for the circumstances.
 - b. The written notice must take place if the unsatisfactory performance would be evaluated and scored as "Unsatisfactory" according to the performance categories as specified in Part I of the Semi-Annual Evaluation Report.
 - c. If the unsatisfactory performance continues after the counseling, the specific information must be included in the semi-annual performance evaluation.
 - d. In the event unsatisfactory performance is observed prior to the semi-annual rating period, Supervisors will provide written notice of unsatisfactory performance to the non-probationary employee in a timely manner. The employee will be given reasonable opportunity to correct the deficiency prior to the semi-annual annual performance evaluation. If the deficiency is not corrected, it will be included on the next following semi-annual performance evaluation.
2. This practice ensures that employees receive timely and relevant feedback regarding unsatisfactory performances while providing employees adequate time to demonstrate consistent improvement prior to the semi-annual performance evaluations.
3. The written notification enables the Supervisor to document the unsatisfactory performance(s) on the semi-annual performance evaluation in the event the employee does not demonstrate improvement.
4. Monthly probationary or conditional probation performance evaluations are exempt from this requirement.

K. Rater Training

When a deputy is promoted into a position where he or she will be responsible for conducting performance evaluations, a training program will be provided that explains the processes involved and the expected outcomes of a performance management system as developed for the Sheriff's Office. In addition, supervisors will be provided periodic refresher sessions relating to the performance management system to not only readdress the basic procedures relating to performance management, but to provide a forum for discussion relating to any problems associated with the system, and the development of solutions.

4.02 Personnel Early Warning System

The Personnel Early Warning System (PEWS) is established to provide systematic reviews of specific, significant events involving Sheriff's Office employees. This system is necessary for the Sheriff's Office to exercise its responsibility to evaluate, identify, and assist employees who exhibit signs of performance and/or stress related problems. PEWS is only one of the methods by which employees are identified as possibly needing assistance with performance and/or stress related problems, and is intended to serve as a systematic approach to highlight tendencies that may otherwise be overlooked.

A. Definitions

1. **Confidentiality** – This directive will not be released outside the Sheriff's Office without authorization of the Sheriff. Under no circumstances will information gained on individual employees through PEWS be disseminated to unauthorized persons. Review files will be maintained in the Internal Affairs (IA) Investigator's office. Reviews of files are subject, as are all records, to release by court order. When a review has been conducted and there is no need for intervention, the review will not be released. Only completed PEWS reviews will be considered for release to authorized persons, and a review is not considered complete until the follow-up monitoring period expires.
2. **Personnel Early Warning System (PEWS)** - A time-sensitive system designed to effectively organize critical performance and evaluation data in a format conducive to promptly identify early indicators of certain performance and/or stress related problems, and to facilitate any necessary or appropriate follow-up activities. This directive is applicable to all certified and non-certified sworn Sheriff's Office personnel. There will be no retroactive application of this directive. Monitoring for criteria discussed below that would create a PEWS review will begin with the effective date of this manual.
3. **Review** – A consideration of past events, circumstances, and/or facts to determine whether or not a pattern exists that merits further attention and/or intervention by supervision. *It is not a disciplinary measure.* The fact that a review is being conducted does not mean that a problem exists, just that there

is a need for closer examination of existing documentation and any other relevant performance measures. The objective of a review is improved performance in the area being reviewed, if needed, and not discipline, although a review may begin laying the groundwork for progressive disciplinary action if a problem is found and an employee fails to correct it. It is important to note that any disciplinary action that may occur will occur as a result of subsequent action after a review, not from a revisiting of any specific events that initiated the review.

B. Reporting Requirements

Supervisors are responsible for reporting all aspects of their subordinates' performance. Additionally, employees will be identified as candidates for a PEWS review based on the following:

1. Occurrences such as, but not limited to:
 - a. Formal complaints.
 - b. Use of Force Reports.
 - c. Disciplinary actions.
 - d. Civil or Criminal litigation.
 - e. Pursuit reports.
 - f. Unsatisfactory Semi-Annual Evaluation.
 - g. Work related accidents
 - h. Positive results on a Sheriff's Office ordered drug or alcohol test.
2. These occurrences will be compiled by the IA Investigator into a specially designed database that will determine when a request for review will be initiated based on any 3 employee occurrences in a 365 day period.

C. PEWS Review

1. The IA Investigator may initiate a PEWS review after review of reports relating to one, or any number of the targeted incidents presented above, and will work closely with line supervisors who are crucial to the success of PEWS since they have day-to-day contact with their employees, are in the best situation to observe their activities and actions, and are best able to take action to intervene if there is any indication of behavior that could be detrimental to them or the Sheriff's Office. Each line supervisor should know the backgrounds of their employees, especially in relation to any of the targeted incidents listed above, and will report their concerns to a division captain.
2. A PEWS review will consist of a review of appropriate records as well as any other relevant performance criteria, and prepare a report that will include findings of fact and recommendations as to actions needed, or a statement that follow-up action is not necessary. If intervention appears to be warranted, the

IA Investigator will inform the Chief Deputy who will call a review board consisting of the IA Investigator, a supervisor from the same division who does not supervise the employee involved, the division captain, and the Assistant Chief Deputy over the division involved. The review board will:

- a. Review all reports relating to activities that created the need to initiate a PEWS review.
 - b. If warranted by the review, any or all of the following actions may be taken by the review board:
 - 1) Counseling by the employee's supervisor.
 - 2) Counseling by someone higher in the chain of command.
 - 3) Develop remedial action that may include specific training efforts that would be developed in conjunction with the Training Division.
 - 4) Conduct a special performance evaluation process designed to initiate peer review and counseling with the employee's supervisor and other members of the division.
 - 5) Coordination with the Employee Assistance Program and/or a Sheriff's Office Chaplain.
 - 6) Other alternatives, as appropriate, that may include psychological services, stress abatement programs, or specialized training programs.
3. Original review documentation will be maintained in the IA Investigator's office. Division captains are *not* to maintain files relating to a PEWS review to preserve the confidentiality of the files. Follow up monitoring of recommendations developed from a PEWS review will be documented on the *Semi-Annual Performance Evaluation Form*, and a copy of the evaluation will be forwarded to the IA Investigator for inclusion in the PEWS review file.
 4. Follow up monitoring will be conducted for a period of time established in the PEWS review report to ensure that identified problems are being resolved. Ordinarily, the time period for review will range from 6 months to a year, but may be shorter or longer as needs dictate. Intervention and subsequent performance will be a part of the employee's scheduled performance evaluations. Other progress reports may be required by the PEWS review report.
 5. **Additional Instances During the Monitoring Period** – Additional incidents involving matters under review by PEWS will be added to the review process being conducted.
 6. **Additional Instances After Review Monitoring is Completed** – After a review-monitoring period has been completed, the criteria for another PEWS review must be met before another review can be initiated. The Chief Deputy must approve any variation from this rule.

D. Annual Evaluation

The IA Investigator will evaluate PEWS reviews annually to determine its effectiveness in intervention efforts, and will include quantitative and qualitative

information useful in determining needs for training and/or for changes in policies and procedures. A report will be made and forwarded to the Sheriff and Chief Deputy on the results of the review, and may include information such as the following:

1. Number of employees identified for a PEWS review.
2. Number of subsequent required monitoring on identified employees.
3. Feedback on the PEWS system from divisions.
4. Information on actions taken with identified employees requiring monitoring.

Chapter 5. Disciplinary Procedures (Revised 05/30/03)

The Sheriff's Office depends on the personal integrity of all employees, and discipline is a process of imposing sanctions that will train or develop employees that involves positive reward, training, counseling, and punitive action, with a commitment to the Codes of Ethics and Conduct. The disciplinary system includes procedures for:

- Remedial training designed to overcome difficulties and improve performance.
- Counseling designed to assist an employee in growth and development.
- Punitive actions in the interest of discipline.

5.01 Remedial Training

Remedial training can be a positive, constructive method of handling an employee's ability to perform properly or to correct problems that effect performance. Supervisors cannot assume that their employees know everything, so when an employee performs in an unacceptable manner, or displays a lack of understanding of a process or procedure, they should immediately determine the employee's level of training and knowledge. If a gap exists between what appears to be known and what should be known, remedial training may be a solution. Supervisors should be aware of the remedial training resources available and make every effort to coordinate the necessary training (also see GO 6.01, Training)

A. Supervisors may request remedial training from the Training Division with approval from the appropriate Assistant Chief based on:

1. A request for training to resolve an identified performance deficiency.
2. The result of an employee's performance evaluation.

B. The Training Division will be a support role and may assist in the following:

1. Assisting a supervisor in identifying the specific training needed to correct a deficiency.
 - a. Depending on the need for immediate or delayed action, remedial training should be conducted within 30 days and all documentation will be placed in the employee's training file.
 - b. If remediation is urgent, the Training Division will work with the employees supervisor to determine appropriate training programs available, and may arrange for in-house training based on developed training objectives.

C. After development of a remedial training program, the Training Division will coordinate the date, place, and time for instruction. Employees scheduled for remedial training sessions are required to attend. Willful non-attendance will result in disciplinary action.

- D. After successful completion of remedial training, an employee's training record will be updated by including a copy of the remedial training outline in the employee's training file.
- E. Failure to successfully complete remedial training may result in punitive disciplinary action.
- F. A written report prepared by the Training Division, and/or the designated instructor, containing an assessment of the extent to which training objectives were accomplished, will be forwarded to the appropriate division captain.

5.02 Counseling

- A. Supervisors, within their capabilities, will counsel employees concerning job-related matters, recognizing that many things may impact on an employee's job and performance such as family and other personal matters. Counseling may include recognizing unacceptable behaviors or actions, determining reasons for a particular behavior, or creating ways to correct or improve performance or to solve a problem.
- B. Any time a supervisor counsels an employee for any reason, he or she will complete a Employee Counseling Form or a memorandum (see Appendix 18)
- C. The chain of command may be used effectively in the counseling process. Often the use of someone outside the employee's direct line of supervision may add a different perspective to a situation causing the need for counseling.

5.03 Punitive Disciplinary Actions (Revised 11/05/03)

- A. The following actions may be taken against an employee for disciplinary purposes:
 - 1. **Oral or Written Counseling:** Violation of any order, policy, or procedure may result in an oral or written counseling. Supervisors may issue these without the prior approval of their division captain, an Assistant Chief Deputy, or the Chief Deputy. A supervisor who issues an oral or written counseling will maintain a written record of the counseling, and the basic reason for it, for a period of 1 year. Supervisors must inform the employee being counseled that the action is a formal oral or written counseling.
 - 2. **Written Reprimand:** A written reprimand may be issued by a supervisor and those are maintained in the employee's personnel file for a period of up to 3 years. Supervisors may issue a written reprimand in situations where an oral reprimand has not resulted in the expected improvement, or where more severe action is warranted. Supervisors may issue a written reprimand without prior approval of their division captain, an Assistant Chief Deputy, or the Chief Deputy, but must forward a copy of the reprimand through the chain

of command to the Chief Deputy.

3. **Suspension from Duty:** Supervisors may immediately suspend from duty any employee, with pay, who reports to work unfit for service as defined in the Code of Conduct. Such suspension will be immediately reported to their division captain and/or the appropriate Assistant Chief Deputy and to the Chief Deputy. The Chief Deputy will confirm and authorize such suspensions in writing and will exercise the disciplinary procedures deemed appropriate. According to federal law, employees who are exempt from overtime will not be suspended without pay for periods of less than one full workday. An employee may also be suspended without pay by the Sheriff or Chief Deputy based upon a sustained violation of the code of conduct. Non-exempt employees may be suspended without pay on an hourly basis.
4. **Placed on Probation:** Employees may be placed back on probation for a period not to exceed 12 months initially.
5. **Demotion in Rank:** Done on the recommendation of the Chief Deputy, with concurrence by the Sheriff.
6. **Dismissal:** The most severe form of internal discipline that can only be accomplished after review and concurrence by the Sheriff.

- B. Appropriate disciplinary action may be initiated against employees for any violation of the Code of Conduct, or any violation of the Policies and Procedures manuals of the Blount County Sheriff's Office.
- C. Nothing in this section is limiting in the sense of charges against employees because the alleged act or omission does not specifically appear in the Code of Conduct, or the policies and procedures established in other manuals that guide the operation of the Sheriff's Office, or in local, state, or federal laws.

D. Code of Conduct

The rules and regulations found in the Code of Conduct, in addition to the adopted policies and procedures guiding the various operations of the Sheriff's Office, specify the conduct, behavior, and appearance for employees, who will have access to the Code of Conduct as well as the manuals appropriate to their duties and responsibilities, either through the Sheriff's Office computer network (on the R drive), or through hard copies available through their supervisors. During orientation (see GO 6.01, Training), the Code of Conduct and the appropriate operating manuals are explained. Subsequently during orientation and the on-the-job training programs, training officers and supervisors will help each new employee to thoroughly understand the Code of Conduct as well as the policies and procedures manual directly related to their jobs. Supervisors are encouraged to periodically review these rules and regulations, as well as operations manuals, with all employees, suggesting changes as appropriate.

E. Supervisory Responsibility and Disciplinary Authority

1. Supervisors are crucial in the disciplinary process, having the best opportunity to observe the conduct and appearance of their employees, and to detect those instances when disciplinary action may be warranted (remedial training, counseling, or punishment). They also have the opportunity to better understand the personality traits of their personnel and to determine the most effective methods of discipline.
2. Line Supervisors have the authority to resolve some minor violations without prior approval of their Division Captain, and may issue either an oral or written counseling in response to such a violation. Subsequent minor violations, especially of the same or similar rule or regulation, may move the violation to a more serious level, requiring a report of the findings to be filed with their Division Captain. The Division Captain will then submit the initial findings to the appropriate Assistant Chief Deputy who will in turn report the matter to the Chief Deputy.
3. Supervisors should attempt to begin employee discipline with the least punitive measures that are appropriate. If these do not work, then increasingly more severe measures may be required. While this process may take time, it is important that each employee be dealt with justly, as an individual, and in a manner clearly indicating positive, constructive measures designed to change behavior or performance before the imposition of more negative sanctions.

5.04 Levels of Violations (Revised 11/05/03)

- A. The Sheriff's Office has established a system that identifies differing levels of violation of its Code of Conduct and policies and procedures: *minor and serious*. A violation of any part of the contents of this manual, and any part of an operational manual, will carry, at a minimum, a minor designation. Numerous areas, either entire rules, regulations, policies, or procedures, or parts thereof, may carry a serious violation designation, and will be so noted. The overall purpose of classifying violations is to identify those areas in which management has a greater interest, to promote compliance, and to attempt to assure continuity in meting out punitive action.
- B. Each level of violation is assigned a specific range of sanctions that will be administered with consistency, and based as much as possible on what has been administered previously to other employees for similar violations. Sanctions will also be administered based on both the aggravating and mitigating circumstances surrounding an incident. The range of sanctions that will apply to any serious violation will include any one, or combination of, the following:
 1. Dismissal.
 2. Demotion in rank.
 3. Suspension from duty without pay.
 4. Placed on Probation.

5. Written reprimand.
 6. Oral or written counseling.
 7. Remedial training.
- C. The range of sanctions that will apply to a minor violation will be limited to any one, or a combination of, the following:
1. Suspension from duty without pay.
 2. Placed on Probation.
 3. Written reprimand.
 4. Oral or written counseling.
 5. Remedial training.

D. Documentation Relating to Disciplinary Action (Revised 03/07/08)

1. Supervisors will use a memorandum to inform employees being charged with violations, and the same will be used to summarize the conclusion of fact relating to disciplinary actions, including those relating to administrative review discipline hearings. When a supervisor has decided on a recommended disciplinary action resulting from a minor violation, or at the conclusion of hearings related to discipline, a supervisor or a hearing officer will forward all documentation relating to the complaint to the Chief Deputy, who will take any of the following actions:
 - a. **Unfounded:** There was sufficient evidence to prove the complaint or incident is false or not factual and did not occur.
 - b. **Exonerated:** There is sufficient evidence to indicate that the act or incident did occur, but the actions were justified, lawful, and proper.
 - c. **Not Sustained:** There is insufficient evidence to clearly prove or disprove the complaint or incident.
 - d. **Sustained - No Discipline:** There is sufficient evidence to establish that the incident did occur, but the facts and circumstances are of such a nature that formal discipline is not warranted.
 - e. **Sustained:** There is evidence to establish that the incident did occur, and the facts and circumstances support the determination that these actions constitute misconduct.
2. The Chief Deputy will issue a notice of the disciplinary action taken in relation to a complaint to the employee's supervisor in memorandum form.

E. Appeals

1. Appeals of disciplinary actions will be processed through the administrative review process presented below.
2. Employees who wish to appeal a disciplinary action must request to do so in memorandum form and submit it to the Chief Deputy within 5 working days

after the effective date of the disciplinary action for the review to be conducted. Requests for review that are submitted after this time will not be considered.

3. Employees may contest either the conclusion of fact on which a disciplinary action is based, or the specific penalty prescribed.

5.05 Administrative Review Process

The Administrative Review Process provides employees an appeal process for disciplinary actions. Guidelines are set for the regulation of internal affairs investigations (Chapter 7), and the rights of employees during investigations (Chapter 6, Employee Relations).

At Level 1, the administrative review process affords a forum where the Chief Deputy, or someone designated by the Chief Deputy to act as a Hearing Officer, addresses the facts of each disciplinary action or grievance. Level 2 moves an issue to the Merit Service Board that reviews decisions from a Level 1 hearing relating to disciplinary actions. Level 3 is a judicial review of the Merit Service Board's actions in a manner prescribed by law. This process is sanctioned by Tennessee statute that affords administrative agencies the authority and responsibility to resolve administrative matters.

A. Level 1 Hearing:

Issues relating to disciplinary action appeals formally enter the administrative review process at this level, and the following procedures will apply:

1. The Chief Deputy, or designee, will be the Hearing Officer.
2. A Hearing Officer will set the date and time for a hearing. Any party to a hearing may request a postponement for the purpose of preparing evidence or to allow a witness to attend. Continuous postponements will not be allowed.
3. The purpose of a hearing is to identify facts relating to a matter involving discipline or a grievance. A Hearing Officer will not be expected to know or follow rules of evidence, but the hearing will not work to abrogate constitutionally guaranteed rights or those privileges generally recognized by law.
4. A Hearing Officer will schedule a hearing to be conducted not later than 10 working days following a request for review of a disciplinary action or a grievance decision.
5. Assertions related to an appeal of a disciplinary action or grievance decision must be reduced to writing, dated, and signed by an employee requesting a hearing. Assertions not signed will not be considered.
6. If an assertion relates to a complaint, both the complainant and responding employee must be present for the hearing.
7. A complainant and/or a responding employee will not be represented at a Level 1 hearing by an attorney, another employee of the Sheriff's Office, or

- by any other person. Respondent employees may, at their own expense, secure the assistance of an attorney in preparing for a hearing.
8. A Hearing Officer may administratively compel employees to be present and testify in a Level 1 hearing.
 9. Each party will have the right to examine and cross-examine witnesses and to present a summation at the close of the hearing.
 10. Written statements from witnesses may be presented when a witness is unable, for an acceptable reason, to attend to provide verbal testimony. Written statements must be dated and signed by a witness.
 11. A Hearing Officer will render a written decision within 10 working days after the conclusion of the hearing, and will provide parties to an appeal with a written summary of the outcome of a hearing that will include the following:
 - a. A statement of the original allegation.
 - b. The classification applied to the allegation by the Hearing Officer.
 - c. Penalties applied, if any.
 - d. A Hearing Officer's signature.
 12. A copy of both the original assertion and decision of the hearing will be forwarded to the Chief Deputy (if he is not the Hearing Officer) and to the Assistant Chief of Administration, who will place them in a secure file.
 13. The Chief Deputy will retain evidence gathered during the course of a hearing for a period of 10 years.
 14. Verbal testimony received during a hearing may be recorded and subsequently reduced to writing and included in the file, but neither recording nor preparing a written summary of the proceedings is required.
 15. An original complainant may withdraw complaints against an employee before a hearing is conducted.

B. Level 2 Hearing

1. Employees have the right to appeal the decision of a Level 1 hearing if filed with the Merit Service Board within 10 working days after the Chief Deputy, or the designated Hearing Officer, has filed the Level 1 decision. The appellant must file the following information in making the appeal:
 - a. A statement of the basis for the appeal.
 - b. The appellant's signature.
2. The Merit Service Board will conduct a hearing within 30 calendar days of receipt of an appeal of a Level 1 Hearing decision relating to discipline, and will act in accordance with rules and regulations set by the Board for such hearings. Counsel may represent appellants at any hearings set by the Board.
3. The Board, when conducting hearings, has the power to administer oaths, take depositions, issue subpoenas, compel the attendance of witnesses and the production of books, accounts, papers, records, documents, and testimony in

accordance with Chapter 332, Private Acts of 1972.

4. Failure to comply with orders of the Board, or a witness refuses to testify on any matter legally before the Board, will be subject to contempt proceedings in any court of record in the county.
5. The Board may affirm, modify, or reverse the decision of a Level 1 Hearing, and may provide whatever recourse desired. A copy of the decision, and material introduced at each level, will be placed in the employee's personnel file, and the Chief Deputy will maintain a confidential file for a period of 10 years.

C. Level 3 Judicial Review

1. Employees have the right to judicial review by the courts of a decision of a Level 2 Hearing relating to disciplinary action in a manner provided by law. Employees will not appeal a decision at Level 1 without first participating in a Level 2 Hearing before the Merit Service Board. Failure to comply with this procedure may result in disciplinary action against the employee, regardless of the outcome of a Level 1 or Level 2 hearing.
2. If an employee so desires, the decision of the Merit Service Board at Level 2 will be the subject of an appeal to Level 3, and such appeal will be in the manner provided for by the law for the review of administrative decisions.

5.06 Records (Revised 11/5/03)

- A. Punitive disciplinary actions, including oral or written counseling, will be documented in writing.
- B. Copies of memorandums relating to disciplinary action will be forwarded and filed as follows:
 1. The individuals Division Captain will be responsible for the disciplinary action being entered into the PEWS database.
 2. The Office Manager will enter a copy into the employee's personnel file.
 3. The employee will receive a copy.
 4. Supervisors who issue an oral or written counseling will forward a written record of the date and relevant information relating to the reason for its issuance to their Division Captain who will then forward it to that employee's personnel file. The record of information will be destroyed after 1 year.
- C. Written documentation relating to punitive action taken will be retained for 10 years then destroyed in compliance with state law.
- D. Written reprimands may be retained in an employee's personnel file for a period of 3 years, and then purged and destroyed in compliance with state law.
- E. If an investigation of employee misconduct results in dismissal, the employee will

be provided the following information in writing from the Assistant Chief of Administration:

1. A statement citing the reason for dismissal.
2. The effective date of the dismissal.
3. A statement of the status of fringe and retirement benefits after dismissal.
4. A statement of the employee's employment record relating to the dismissal.

5.07 Crash Review Process (Revised 07/15/2015)

- A. The Crash Review Process will be conducted by the supervisor of the traffic safety unit. The reviewing supervisor will be a qualified motor vehicle crash Reconstructionist.
- B. The following procedure will be used when an employee is involved in a crash while operating Sheriff's Office motorized vehicles.
 1. The employee's Captain or appropriate supervisor will notify the traffic safety supervisor by memo and also include a copy of the crash report.
 2. The traffic safety supervisor will review the crash report and report findings back to the Captain or appropriate supervisor that initiated the review.
 3. The Captain or appropriate supervisor will then report the findings of the crash review to the appropriate Deputy Chief who will determine if disciplinary action is necessary.

Chapter 6. Employee Relations

6.01 Line-of-Duty Death or Serious Injury

The line-of-duty death or serious injury of an employee is the most traumatic, difficult incident that a public safety agency will ever encounter. The manner in which it is dealt with may have life-long ramifications for survivors, employees, and the community. The purpose of this section is to be prepared for an incident that everyone hopes will never happen. By preparing a plan of action, the Sheriff's Office can be better prepared to deal effectively with the stress associated with the incident on survivors, including family and employees; provide comfort and assistance to the family of the deceased or injured employee; organize and assist in the conduct of funeral services; coordinate the recovery of benefits; provide assurance to the community; and, establish a support system to address the long-term needs of survivors and co-workers. The following procedures are to be used in such incidents:

A. Line-of-Duty Death Information Form

All sworn personnel will complete a Line-of-Duty Death Information Form (Appendix 22) that will be maintained in the employee's personnel file. This form will provide invaluable assistance to the Sheriff's Office in making survivor notifications, in assisting in making funeral arrangements, and be a great assistance to the family in getting survivor benefits. Completion of Part I is mandatory while Part II is optional, but you are strongly encouraged to complete it as well.

B. Death Notification Procedure

1. The Chief Deputy will, as soon as possible after notification of a death or serious injury, go to the Justice Center and obtain a LODDI form, using the information entered on it to brief the Sheriff. The death notification procedure requires a specific, immediate, delegated response bringing together the following people:
 - a. Sheriff
 - b. Assistant Chief Deputies
 - c. A Chaplain
 - d. Supervisor and/or close friends of the employee
2. Due to the obvious emotional reactions that usually follow the delivery of such news, it is suggested that a Chaplain, in the presence of a Sheriff's Office representative(s), make the notification. The Sheriff's Office representative(s) should be the Sheriff, the Chief Deputy, or one of the Assistant Chief Deputies. It will be important to limit the number of people in this initial notification team. Many in the Sheriff's Office will want to be available for the survivors, but the news needs to come from a very small group. There are specific death notification procedures that include not only the delivery of the news, but also the support of the deceased officer's family both initially and long term. A Chaplain would start this process and remain in this capacity as long as the family needs and desires his or her presence.

C. Public Notification

1. After notifying a family in the line-of-duty death of an employee, it is extremely important to provide frequent media briefings that serve to ensure that accurate information is released, and to reassure the community that the Sheriff's Office is functioning.
2. After the initial family notification is made, the Sheriff will ask that all Blount County flags be lowered to half-staff.
3. Media briefings will be conducted by the Sheriff, or in his absence, the Chief Deputy, and may be coordinated through the Public Information Officer. As soon as practical, the Chief Deputy will initiate a nationwide teletype containing the following information:
 - a. Identification of the employee, and the circumstances surrounding the line-of-duty death.
 - b. Funeral arrangements.
 - c. Point of contact within the Sheriff's Office for officers and agencies wishing to attend the funeral.

D. Protocol for a Sheriff's Office Funeral

1. Upon the death (in the line of duty) of a Sheriff's Office employee, the following positions should be appointed:
 - a. **Funeral Operations Coordinator (FOC)** - Responsible for the entire funeral operation. The FOC should be at least at a Lieutenant's level due to the nature of the people to be managed in this event. He or she will also act as command officer at the funeral service, and all other members of the funeral operations command staff will assist the coordinator in the planning, directing, and carrying out of the funeral service.
 - b. **Chaplain** - The Chaplain, and/or family minister, will be responsible for conducting the funeral services (wake, rosary, memorial service, committal service, etc.), and meeting the spiritual and emotional needs of the family. The Chaplain should work in close concert with the FOC to ensure that all phases of planning are complete and will in fact work to meet family and Sheriff's Office desires.
 - c. **Family Liaison** - This person (or persons) will remain in contact with the family, shielding the family from unwanted media attention, providing transportation, and serving as a conduit between the FOC and the family. This person(s) will also assist the family with all benefit matters after the funeral.
 - d. **Traffic Supervisor** - Responsible for coordinating and conducting any and all movements of vehicles involved in the funeral. (Movement of the remains from the funeral home to the church, family processions, divisional processions, funeral processions, etc.) This supervisor will need to make arrangements with other agencies, such as the Tennessee Highway Patrol and local municipal police departments, in order to allow as many BCSO employees to attend the funeral as possible.

- e. **Ceremonial Unit Supervisor** - Responsible for all ceremonial rites such as taps, 21-gun salute, bagpipes, and flag folding at the funeral home, church, and/or cemetery.
2. The FOC will arrange a meeting with the family, including the Chaplain, to accomplish the following:
 - a. Explain what a law enforcement funeral entails.
 - b. Determine if the family desires a law enforcement funeral service and/or the Blount County Sheriff's Office assistance.
 - c. Offer assistance to the family contact person(s) who will arrange transportation and/or lodging needs for family members arriving from other locations.
 - d. Let the family choose the funeral home and clergy desired.
 - e. Once selected, contact the funeral home and schedule a meeting for the family.
 - f. Ensure that the family has signed the necessary forms (hospital, coroner, and/or medical release forms).
 - g. If the family wishes the deceased employee to be buried in uniform, ensure that a clean uniform in good repair is available.
 - h. Ask the family's preference on pallbearers, if this is not to be provided by the ceremonial unit.
 - i. Get all the information on the deceased employee and their dependents for the necessary county, state, and federal benefit forms.
 3. After the family meeting, the FOC should accomplish the following:
 - a. Contact the pallbearers and compile a list for the funeral home personnel to be used in obituary and newspaper notices. The pallbearers will need as much time as possible to rehearse and practice their maneuvers.
 - b. Make arrangements for an honor watch at the funeral home or church. Included during this 7-day period of mourning would be the normal observances already subscribed to by law enforcement agencies, such as: black bands on badges and appropriate flags flown at half mast during the period of mourning.
 - c. Secure an American Flag for the casket.
 - d. Secure a photograph of the deceased from the family or the BCSO's records for use by the funeral director (styling of hair, restoration work, etc.) and for the news media.
 4. Meeting of family and with funeral home (including Chaplain):
 - a. Give the funeral director the list of the pallbearers, and inform them that a law enforcement funeral service will be held with details to be worked out later with him and a Chaplain.
 - b. Take note of all service and interment times and places.
 - c. Get minister's name and phone number if the service is not to be done by a Chaplain. (The Chaplain will then become the liaison between the clergy and the FOC.)
 - d. Obtain the name of the funeral director that will be in charge of the funeral and

burial services (especially important if more than one funeral home is involved in cases where burial may be in another location).

- e. Determine if it will be open or closed casket service and if open, at what point in the service will the casket be opened, and when the casket will be closed for the final time (for removal of the badge, awards, weapons, etc.).
 - f. Determine when the deceased will be ready for viewing or to lie in state.
 - g. Immediately after the family and funeral home meeting, give all the information of funeral and burial service times and location to:
 - 1) Sheriff
 - 2) Chief Deputy
 - 3) Assistant Chief Deputies
 - 4) Deceased employee's supervisor
 - 5) Public Information Officer
 - 6) Communications Center
 - 7) Post notice in the Patrol and Corrections Briefing Rooms, and all other bulletin boards in the Justice Center and Courthouse
 - 8) Blount County Human Resources
5. Meeting between Chaplain and the minister selected by the family:
- a. If the funeral service is to be conducted by clergy other than a Chaplain, he or she should meet with them to explain what a law enforcement funeral service consists of.
 - b. Obtain the order of the service for the funeral and committal services.
6. The FOC will ensure that the following arrangements are made as a part of operational planning:
- a. Make arrangements for 24-hour honor watch and viewing of the deceased at the funeral home.
 - b. Arrange to have a door at the funeral home left unlocked if they normally close at a certain time.
 - c. Make a diagram of the sanctuary/auditorium and other necessary areas, because it is not unusual for attendance at a funeral resulting from a line-of-duty death to reach as high as several thousand people. Even if the viewing is scheduled for a local funeral home, it may be necessary to schedule the actual service for a facility that can safely accommodate a large crowd.
 - d. Determine the maximum occupancy of facilities and work out arrangements for an overflow crowd. Secure a public address system if necessary.
 - e. Determine where the family will enter for the funeral service so that a guard can be properly posted.
 - f. Determine seating arrangements and determine reserve seating.
 - g. Make a diagram of the cemetery and surrounding areas.
 - h. Determine where entrances to the cemetery are located, processional routes to the graveside, and parking locations.
 - i. Determine where the funeral coach and family limousine will stop.

- j. Determine where the family will be during the committal service and locations for the ceremonial unit, media, honor guards, pallbearers, family friends and citizens, and uniformed officers.
- k. Determine if all the arrangements have been made for:
 - 1) The funeral service (responsibility of the FOC).
 - 2) Procession times, routes, and parking logistics: responsibility of the Traffic Supervisor.
 - 3) Escorts for top level dignitaries.
 - 4) Committal service (firing team, color guard, bugler, piper, flag folders, etc): responsibility of the FOC, Chaplain, and Ceremonial Unit Supervisor.
- 7. The funeral operations command staff will coordinate and manage the following pre-service events:
 - 1) Parking lot detail - Responsible for providing parking assistance and traffic control around the funeral location site. Parking must be reserved for immediate family and VIP's.
 - 2) Honor guard - Responsible for providing the appropriate honors to the family upon their arrival at the place of service.
 - 3) Ushers - Responsible for coordinating and providing assistance to individuals arriving for the service, and in securing seating for family members, pallbearers, dignitaries, visiting law enforcement personnel, family friends, and citizens.
 - 4) The Sheriff or designee will escort the family to the funeral home. Possible alternative processions may include funeral home to church.
- m. The funeral procession:
 - 1) The following individuals should be part of a small procession that precedes the main funeral procession to the cemetery:
 - a) FOC.
 - b) The Ceremonial Unit Supervisor and staff.
 - c) Funeral home flower vehicles.
 - d) Funeral service ushers.
 - 2) The funeral procession should be arranged as follows:
 - a) Motorcycle escorts (if available).
 - b) Lead Sheriff vehicle.
 - c) Funeral director
 - d) Chaplain and clergy.
 - e) Pallbearers.
 - f) Funeral coach.
 - g) Family limousine.
 - h) Family cars.
 - i) Sheriff's Office vehicles.

- j) Other law enforcement vehicles.
 - k) Rear escort.
- 3) The following will be accomplished prior to the funeral procession reaching the cemetery:
- a) Placement of the following personnel or guards:
 - 1. Color Guard
 - 2. Bugler and or Bag Pipes
 - 3. Firing Team
 - 4. Honor Detail
 - 5. Media representatives
 - b) Placement of ushers to provide direction in block formation.
- n. Committal Service
- 1) Post-committal service events:
 - a) Family procession departure.
 - b) Control of news media.
 - c) Burial of deceased employee.
 - 2) The Sheriff's Office will host a reception for out-of-town officers and others wishing to attend.

E. Follow-up and Conclusion

- 1. Appoint a Benefactor's Coordinator to assist the family in obtaining the benefits provided by the county as well as state and federal sources.
- 2. The Sheriff or designee will maintain contact in the future on important anniversaries, birthdays, etc., as well as during Law Enforcement Memorial Day Services.
- 3. **Conclusion:** All of the above activities are planned for a maximum effort in the event an employee is killed in the line of duty. However, a modified or scaled down funeral/memorial service may be implemented if a current or retired employee should die from causes other than duty related. This downscaling would be determined by a combination of family, FOC, and Chaplain deliberation and decisions.

6.02 Secondary Employment (Revised May 30, 2003)

Secondary employment provides an opportunity for Sheriff's Office employees to earn extra compensation on a strictly voluntary basis. The following definitions relate to secondary employment:

Off-Duty Employment (no law enforcement duties expected) - Outside employment where the use of law enforcement powers are not anticipated, Blount County is not the

employer, and the county's worker's compensation insurance will not cover any injuries or illnesses that may occur as a result of such employment.

Off-Duty Employment (law enforcement duties are expected) - Outside employment for an entity other than the Sheriff's Office where an employee is expected, or required, to use police powers. Employees must understand that in circumstances where a Sheriff's Office employee is working in a job that may require the use of police powers, that, unless the employer has a letter of understanding with the Sheriff, the employee ***WILL NOT BE COVERED BY BLOUNT COUNTY'S WORKER'S COMPENSATION INSURANCE.*** Only those POST Certified or equivalent (such as Reserve Deputies who have completed the Reserve Deputy training) will be permitted to work Off-Duty Employment. TCI or DCS certification does not meet POST qualifications or equivalency.

Extra-Duty Employment - The Sheriff's Office is the employer, even though the employment may involve a third party who will be using law enforcement services under a contract with the Sheriff's Office. This also covers activities associated with sporting events, special community activities, or any events where additional deputies may be needed as an extension of normal Sheriff's Office activities. Only those POST Certified or equivalent will be permitted to work Extra-Duty Employment. TCI or DCS certification does not meet POST qualifications or equivalency.

A. Criteria for Secondary Employment

Secondary employment is based on the following criteria:

1. Secondary employment will not constitute, or give the appearance of, a conflict of interest with the Sheriff's Office mission and values statements, or its goals and objectives.
2. Supervisors will ensure that employees limit the hours of secondary employment so as not to interfere with their duties and not become fatigued to the point of decreasing their job performance.
3. Secondary employment will not bring discredit to the Sheriff's Office as determined by the Sheriff and Chief Deputy.
4. Employees may not work in secondary employment if they have not completed their initial probationary period, and if promoted, may be required to limit secondary employment activities as a result of increased duties and responsibilities.
5. Employees will not engage in secondary employment where they are employed by a business or establishment where alcoholic beverages are the primary source of income.

B. The Chief Deputy may use the following considerations in determining approval or disapproval of secondary employment:

1. Hours to be worked.
2. Date, time, and place of employment.
3. Type of work.
4. Potential use of law enforcement powers.
5. Current public safety issues.

6. Potential injury to employees and others.
7. Conflicts of interest.
8. Complaints, or potential for complaints, on employees.
9. Court appearances resulting from secondary employment actions.
10. Liability and indemnification concerns stemming from secondary employment.
11. Incidents that would potentially be detrimental to the mission or values statements of the Sheriff's Office, or would be deemed by the Chief Deputy to be detrimental to the Sheriff's Office.

C. Coordination of secondary employment status will be as follows:

1. Assistant Chief Deputies will have responsibility for coordinating secondary employment, and will direct their division captains to maintain secondary employment record files for each participating employee.
2. In order to participate in any form of secondary employment, employees must complete and submit through the chain of command a Secondary Employment Request Form (Appendix 23).
3. Assistant Chief Deputies will review each request to determine compliance with policies and procedures, and submit the request with a recommendation for approval or disapproval to the Chief Deputy for final approval or disapproval. An Assistant Chief Deputy will notify the employee of the Chief Deputy's decision, and in cases of denial, reasons for the denial.
4. Assistant Chief Deputies will direct their division captains to maintain a roster of employees who have been approved for secondary employment, and will ensure that every employee on the list has equal access to extra duty as it becomes available.
5. Employees are responsible for notifying an Assistant Chief Deputy of any change in secondary employment status, and to assure that no more than 1 approved secondary employment request is on file at any given time.
6. Secondary employment, and the number of hours being worked outside of normal duties and responsibilities, are subject to review at any time, and an Assistant Chief Deputy may request that the Chief Deputy revoke privileges when it is determined that secondary employment is adversely affecting Sheriff's Office operations.
7. Employees working in secondary employment activities will at all times adhere to the behavior, policies, and general orders required by the Sheriff's Office.

D. Prior to approving a request for extra duty employment, where an employee is expected to exercise law enforcement duties, the Chief Deputy may require that a written agreement be established between the Sheriff's Office and an extra duty employer. This agreement may specify that payment by the extra duty employer for the services of employees and their equipment be remitted through the Sheriff's Office, who will then pay the employees at their rate of pay, taking in consideration over time compensation as appropriate. Under this arrangement, the county would provide worker's compensation insurance coverage. ***HOWEVER, IF THERE IS NO SUCH AGREEMENT, THE EMPLOYEE MUST UNDERSTAND THAT IF THEY ARE INJURED DURING SUCH EMPLOYMENT, EVEN WORKING UNDER THE COLOR OF LAW, THEY MAY NOT BE COVERED BY THE COUNTY'S WORKER'S COMPENSATION INSURANCE.***

- E. Employees may exercise full police authority when acting properly under the color of law and adhering to Sheriff's Office rules, regulations, policies, and procedures in the performance of extra duty secondary employment.
- F. It is the responsibility of employees to respond to recall by a Shift Supervisor, or someone of higher authority in the Sheriff's Office, and employees will notify their secondary employment employers (whether off-duty or extra-duty) of this requirement prior to beginning work.
- G. Employees should not perform secondary employment work immediately prior to reporting to duty if such work could cause fatigue or interfere with duty responsibilities.
- H. Authorization for use of Sheriff's Office equipment or vehicles in connection with extra duty secondary employment must be approved by the Chief Deputy, and may be made part of an agreement where the use of equipment and/or vehicles may be charged to the extra duty employer at a rate set by the Chief Deputy. ***IF COUNTY-OWNED EQUIPMENT IS USED IN EXTRA-DUTY EMPLOYMENT WITHOUT SUCH AUTHORIZATION OR AGREEMENT WITH THE SECONDARY EMPLOYER, THE EMPLOYEE MAY BE LIABLE FOR ANY DAMAGE TO THAT EQUIPMENT THAT MAY RESULT FROM THE EMPLOYMENT.***
- I. Performance of Sheriff's Office-sponsored extra-duty employment does not require an individual request for secondary employment, but must be approved by the Chief Deputy, and coordinated by an Assistant Chief Deputy as to maintenance of an extra-duty roster. Sheriff's Office-sponsored extra-duty employment is not counted as a secondary employment authorization effecting the requirement for only one authorization.
- J. Division captains will maintain records documenting secondary employment activities to include the following:
 - 1. Date, time, and place of secondary employment.
 - 2. Record of incidents that involved the use of law enforcement powers, injury to the deputy or others, any complaints received against a deputy, and court appearances (scheduled and actually attended) resulting from extra-duty employment.
 - 3. Liability and indemnification concerns stemming from actions during extra-duty employment.
 - 4. At least annually, division captains will review the files of those employees who are working extra-duty to determine if they are experiencing a higher rate of absences, and review their performance evaluations to determine if their extra-duty employment may be affecting their job performance.
- K. If at any time a division captain or an Assistant Chief Deputy feels that, after review of an employee's record, or a review of events resulting from actions of a negative nature caused by the employee working secondary employment, it is determined that secondary employment is adversely affecting the employee's job performance, the Chief Deputy may revoke the privilege of secondary employment. Failure of an employee to

discontinue secondary employment after the Chief Deputy has revoked the privilege will constitute a major violation of General Orders.

6.03 Employee Assistance Program

- A. The Sheriff's Office offers an Employee Assistance Program (EAP) to all employees, and their families, through contracts with an outside counseling agency. That agency will provide assessment and referral services to employees and their families in areas such as marital problems, difficulty in parent/child relationships, drug and/or alcohol dependency, financial problems, and other areas that can affect the work productivity of employees.
- B. All contact with EAP agencies, and information received, will remain strictly confidential, and that agency is responsible for diagnosis, treatment, and follow-up. Employees may make arrangements directly with an agency thereby further preserving confidentiality and privacy. An employee may elect to use annual leave rather than sick leave to obtain services.
- C. There may be situations whereby a supervisor may use EAP services as another management tool where it concerns an employee's work performance. The supervisor may request that the employee participate in an EAP if it is determined this could improve work performance. If referred by a supervisor, the first visit will not be charged to the employee's sick or annual leave.
- D. The Training Division will provide training for supervisors relating to program services relating to Employee Assistance Programs, the supervisors' role and responsibility in relation to this program, and identification of employee behaviors that could indicate the existence of employee concerns, problems, and/or issues that could impact an employee's job performance (also see Chapter 4, Performance Evaluation, Section 4.02, Personnel Early Warning System).

6.04 Drug-Free Workplace Policy (Revised December 20, 2004)

A. GENERAL STATEMENT

The Blount County Sheriff's Office (the "Sheriff's Office") is committed to providing a safe and secure workplace free of drugs and alcohol, and to take reasonable steps to insure the safety of all employees against dangers presented by the use of drugs or alcohol. It is the Sheriff's Office's intent to establish a comprehensive policy to address the issues of employee alcohol and drug abuse which includes an interaction of education, counseling, assistance, deterrents, and discipline. Accordingly, the Sheriff's Office has established the following policy pursuant to Tenn. Code Ann. Section 50-9-100 *et seq.* and in accordance with the Fourth Amendment to the United States Constitution:

- 1) It is a violation of Sheriff's Office policy for any employee to manufacture, distribute, dispense, use, possess, sell, trade, offer for sale, or offer to buy

illegal drugs (controlled substances) or otherwise engage in the illegal use of drugs on or off the job.

- 2) It is a violation of Sheriff's Office policy for any employee to report to work under the influence of or while possessing in his or her body, blood or urine, illegal drugs in any detectable amount.
- 3) It is a violation of Sheriff's Office policy for any employee to report to work under the influence of or impaired by alcohol or to consume or possess alcoholic beverages on Sheriff's Office property.
- 4) It is a violation of the Sheriff's Office policy for any employee to use prescription drugs illegally, i.e., to use prescription drugs that have not been legally obtained or in a manner or for a purpose other than as prescribed. However, nothing in this policy precludes the appropriate use of legally prescribed medications.

Should you be required to take any kind of prescription or non-prescription medication that may affect your job performance, you are required to report this to your supervisor. Your supervisor will determine if it is necessary to temporarily place you on another assignment, or take other action as appropriate.

- 5) Violations of this policy are subject to disciplinary action up to and including termination.

Sheriff's Office property includes all property owned or leased by the Sheriff's Office, or any of its divisions or subsidiaries and all Sheriff's Office vehicles. Work day includes all paid or unpaid meal periods during the business day and all paid or unpaid overtime.

The Sheriff's Office's general policy statement of maintaining a drug-free workplace and the Sheriff's Office complete Drug-Free Workplace Policy will be posted in prominent locations throughout the Sheriff's Office. All employees are to become familiar with the Sheriff's Office's Drug-Free Workplace Policy and must agree to abide by its provisions as a condition of their continued employment. In addition, employees must notify the Sheriff's Office in writing of any conviction of a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction.

Any employee reporting to work visibly impaired will be deemed unable to perform required duties and will not be allowed to work. If possible, the employee's supervisor will first seek another supervisor's opinion to confirm the employee's status. Next, the supervisor will consult privately with the employee to determine the cause of the observation, including whether substance abuse has occurred. If, in the opinion of the supervisor, the employee is considered impaired, the employee will be sent home or to a medical facility by taxi or other safe transportation alternative – depending on the determination of the observed impairment –and accompanied by the supervisor or another

employee if necessary. A drug or alcohol test may be in order. An impaired employee will not be allowed to drive.

It is the responsibility of the Sheriff's Office's supervisors to counsel employees whenever they see changes in performance or behavior that suggest an employee has a drug problem. Although it is not the supervisor's job to diagnose personal problems, the supervisor should encourage such employees to seek help and advise them about available resources for getting help. Everyone shares responsibility for maintaining a safe work environment, and co-workers should encourage anyone who has a drug problem to seek help.

The goal of this policy is to balance our respect for individuals and their constitutional right to privacy with the need to maintain a safe, productive and drug-free environment. The intent of this policy is to offer a helping hand to those who need it, while sending a clear message that the illegal use of drugs and the abuse of alcohol are incompatible with employment at the Blount County Sheriff's Office.

Employees with questions regarding this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or the Blount County Human Resources Department without fear of reprisal.

B. EMPLOYEE ASSISTANCE PROGRAM

The Sheriff's Office recognizes that substance abuse is a treatable problem, and we are willing to provide referral assistance to those who want to understand and correct their problem before it impairs their performance and jeopardizes their employment. The Sheriff's Office offers an Employee Assistance Program (EAP) to all employees, and their families, through an outside counseling agency. That agency will provide confidential assessment, referral and short-term counseling services to employees and their families.

All contact with an EAP agency, and information received, will remain strictly confidential. No information regarding the nature of the personal problems will be made available to supervisors, nor will it be included in the permanent personnel file.

Employees may make arrangements directly with an EAP agency or such arrangements made be made through referral by a supervisor. An employee may elect to use Annual Leave or Sick Leave to participate in the EAP, and if an employee's first visit to an EAP agency is the result of a referral by a supervisor, such visit will not be charged against the employee's Annual Leave or Sick Leave.

Participation in the EAP will not affect an employee's career advancement or employment, nor will it protect an employee from disciplinary action if substandard job performance continues. The EAP is a process used in conjunction with discipline, not a substitute for discipline.

Employees with drug or alcohol problems that have not resulted in, and are not the immediate subject of, disciplinary action may also request approval to take unpaid time off

to participate in a rehabilitation or treatment program. Leave may be granted if the employee agrees to abstain from use of the problem substance; abides by all Sheriff's Office policies, rules, and prohibitions relating to conduct in the workplace; and if granting the leave will not cause the Sheriff's Office any undue hardship.

C. JOB APPLICANT TESTING

All job applicants for positions which are considered to be "safety-sensitive positions" will undergo testing for substance abuse as a condition of employment. Any applicant with a confirmed positive test result will be denied employment.

As defined by Tennessee Code Annotated section 50-9-103(16) and Chapter 0800-2-12-.03(19) of the Rules of Department of Labor, Division of Workers' Compensation, Drug-Free Workplace Programs, a "safety-sensitive position" means a position in which a drug impairment constitutes an immediate and direct threat to public health or safety, such as a position that requires the employee to carry a firearm, perform life-threatening procedures, work with confidential information or documents pertaining to criminal investigations or work with controlled substances, or a position in which a momentary lapse in attention could result in injury or death to another person.

Applicants will be required to submit voluntarily to a urinalysis test at a laboratory chosen by the Sheriff's Office, and by signing a consent agreement will release the Sheriff's Office from liability.

If the physician, official or lab personnel have reasonable suspicion to believe that the job applicant has tampered with the specimen, the applicant will not be considered for employment.

The Sheriff's Office will not discriminate against applicants for employment because of a past history of drug or alcohol abuse. It is the current illegal use of drugs and/or abuse of alcohol, preventing employees from performing their jobs properly, that the Sheriff's Office will not tolerate.

D. EMPLOYEE TESTING

The Sheriff's Office has adopted testing practices to identify employees who illegally use drugs on the job or who abuse alcohol on the job and to also identify employees whose off the job illegal drug use or alcohol use results in on the job impairment. It shall be a condition of employment for all employees to submit to substance abuse testing under the following circumstances:

1. When there is reasonable suspicion to believe that an employee is illegally using drugs or abusing alcohol. 'Reasonable suspicion' is based on a belief that an employee is using or has used drugs or alcohol in violation of the employer's policy drawn from specific objective and articulable facts and reasonable inferences drawn from those facts in light of experience. Among

other things, such facts and inferences may be based upon, but not limited to, the following:

- A. Observable phenomena while at work such as direct observation of substance abuse or of the physical symptoms or manifestations of being impaired due to substance abuse;
 - B. Abnormal conduct or erratic behavior while at work or a significant deterioration in work performance;
 - C. A report of substance abuse provided by a reliable and credible source;
 - D. Evidence that an individual has tampered with any substance abuse test during his or her employment with the current employer;
 - E. Information that an employee has caused or contributed to an accident while at work; or
 - F. Evidence that an employee has used, possessed, sold, solicited, or transferred drugs while working or while on the employer's premises or while operating the employer's vehicle, machinery, or equipment.
2. When employees have caused or contributed to an on-the-job injury that resulted in a loss of work-time, which means any period of time during which an employee stops performing the normal duties of employment and leaves the place of employment to seek care from a licensed medical provider. After an accident which results in an injury and or property damage, the Sheriff's Office may require those employees who actually caused or contributed to the accident to submit to a drug or alcohol test.
 3. Employees involved in an incident where lethal force was utilized, will also be required to submit to a drug test.
 4. As part of a follow-up program to treatment for drug or alcohol abuse.
 5. Random testing of all employees in "safety-sensitive positions" as defined by Tennessee Code Annotated section 50-9-103(16) and Chapter 0800-2-12-.03(19) of the Rules of Department of Labor, Division of Workers' Compensation, Drug-Free Workplace Programs. All employees of the Sheriff's Office in "safety-sensitive positions" will be subject to random drug testing.
 - A. An employee selected for random testing shall be notified the same day the test is scheduled, preferably within two hours of the scheduled testing. Upon receiving notification of selection, the

employee will be advised that he/she is under no suspicion of taking drugs and that he/she was selected randomly.

- B. Employees to be tested will be selected through the use of a confidential, neutral selection mechanism, such as a random number table or a computer-based random number generated that is matched with employees' Social Security numbers, payroll identification numbers, or other comparable identifying numbers. A person appointed by the Sheriff or Chief Deputy will administer the selection of employees for random drug testing. Under the selection process used, each employee will have an equal chance of being tested each time selections are made. The program will select for each monthly set of random tests approximately 5% of Sheriff's Office employees.
- C. An employee selected for random drug testing may obtain a deferral of testing if the employee's supervisor and the Chief Deputy or Sheriff concur that a compelling need necessitates a deferral on the ground that the employee is: (1) in a leave status (sick, annual administrative, or leave without pay); or (2) in official travel status away for the Sheriff's Office or is about to embark on official travel scheduled prior to testing notification. An employee whose random drug test is deferred will be subject to an unannounced test within the following 60 days.

E. COLLECTION PROCEDURES FOR URINALYSIS TESTS

- 1. Collection of urine samples will be conducted by a certified health care facility. All procedures and guidelines of that unit will be adhered to strictly at all times during specimen collection.
- 2. Medical personnel assigned to this unit will forward specimens to a certified lab for testing. Results obtained will be provided to the Medical Review Officer. The MRO will forward these results as deemed appropriate to the Blount County Sheriff's Office. The primary contact for the MRO at the Blount County Sheriff's Office is the Chief Deputy.
- 3. Employees involved in an incident after hours that require a drug test will report to the Blount Memorial Hospital Emergency Room or the Care Today Clinic where the same collection procedures will be followed.

F. ALCOHOL TESTING

The consumption or possession of alcohol beverages on this Sheriff's Office's premises is prohibited. An employee whose normal faculties are impaired due to alcohol beverages while on duty/Sheriff's Office business may be guilty of misconduct, and subject to discipline up to and including termination. See also Code of Conduct 1.13

G. OPPORTUNITY TO CONTEST OR EXPLAIN RESULTS (Revised 1/19/2011)

When an employee or job applicant submits to a drug and/or alcohol test, they will be given an opportunity to provide any information that he/she considers relevant to the test, including the identification of currently or recently used prescription or non-prescription medication or other relevant information. The information form should be kept by the job applicant or employee for their personal use. If the job applicant or employee has a positive confirmed test result, a medical review officer will attempt to contact the individual in order to privately discuss the findings with that person. The job applicant or employee should keep the form as a “reminder” to discuss the information at that time. The medical review officer will take this information into account when interpreting any positive confirmed test results. The information provided shall be treated as confidential and will not be given to the employer. Employees and job applicants have the right to consult with a medical review officer for technical information regarding prescription and non-prescription medicine.

Employees and job applicants who have a positive confirmed drug or alcohol test result may explain or contest the result to the medical review officer within five (5) working days after receiving written notification of the test result from the medical review officer; if an employee’s or job applicant’s explanation or challenge is unsatisfactory to the medical review officer, the medical review officer shall report a positive test result back to the Sheriff’s Office. A person may contest the drug test result pursuant to rules adopted by the Tennessee Department of Labor.

It is the responsibility of every employee or job applicant to notify the testing laboratory of any administrative or civil action brought pursuant to Tennessee Code Annotated section 50-9-100 et seq., Drug-Free Workplace Programs.

H. CONFIDENTIALITY

The confidentiality of any information received by the Sheriff’s Office through this testing program will be maintained, except as otherwise provided or required by law. It is the intent of the Sheriff’s Office to limit the identity of employees who have tested positive on Sheriff’s Office directed testing to those persons having a need-to-know.

I. REFUSAL TO SUBMIT

Failure to submit to a required substance abuse test is misconduct and also shall be subject to discipline up to and including termination.

J. CONSTITUTIONAL COMPLIANCE

As a public employer, the Sheriff’s Office acknowledges that it is subject to the Fourth Amendment to the United States Constitution, and the Sheriff’s Office has developed this testing program to be in compliance with the requirements of the Fourth Amendment. In conducting drug and alcohol testing under this program, the Sheriff’s Office will comply with the constitutional guidelines and parameters of the Fourth Amendment, and to the extent that any requirements of the Tennessee Drug Free Workplace Program are found to

be in conflict with the Fourth Amendment, the Sheriff's Office will always comply with its constitutional obligations.

K. DRUGS SCREENED

Substance abuse testing for job applicants and employees will include a urinalysis screen for the following drugs:

1) Alcohol:

Any "Alcohol Beverage," all liquid medications containing ethyl alcohol (ethanol). Please read the label for content. For example: Vicks Nyquil™ is 25% (50 proof) ethyl alcohol, Comtrex™ is 20% (40 proof), Contac Severe Cold Formula Night Strength™ is 25% (50 proof) and Listerine™ is 26.9% (54 proof).

2) Amphetamines: "speed," "uppers," etc.

3) Cannabinoids: THC, marijuana, hashish, "pot," "grass," "hash," etc.

4) Cocaine: "coke," "crack," etc.

5) Phencyclidine: PCP, "angel dust."

6) Opiates: Narcotics, heroin, codeine, morphine, "smack, dope, etc."

7) Barbiturates

8) Benzodiazepines

9) Methadone

10) Methaqualone

11) Propoxyphene

12) Synthetics

6.05 Political Activity

- A. No employee holding a position in the classified service will take an active part in any political campaign while on duty. Employees of the Sheriff's Office will not solicit money for political campaigns while on duty or in any way use his or her position to reflect personal political feelings as those of the Sheriff's Office, or use his or her position to exert any pressure on any one person or group of people to sway that person or person's political views.

- B. Employees, while on duty or in uniform, will not display any political advertising or paraphernalia on his/her person or county-owned equipment.
- C. No classified employee of the Sheriff's Office will make any public endorsement of any candidate in any campaign for elected office. However, nothing in these rules and regulations will be construed to prohibit or prevent any such employee from becoming, or continuing to be, a member of a political club or organization and enjoying all the rights and privileges of such membership, or from attending any political meetings while not on duty or in the course of his or her official duties. Nor will he or she be denied from enjoying any freedom from interference in the casting of his or her vote.
- D. Any person violating the provisions of this section will be subject to disciplinary action up to and including dismissal.
- E. The Sheriff, or other Sheriff's Office employees not in the classified service, will not require any employee in the classified service to participate in any political activity as a condition of employment, continuation of employment, or promotion. If an investigation by the Merit Service Board determines that such actions have taken place, the Board will issue an order to the Sheriff to cease and desist from such activity. If the Sheriff fails to comply or persists in the activity, the Board may apply to any court of record in Blount County for a citation of contempt.

6.06 General Health and Physical Fitness

- A. The Sheriff's Office does not require its employees to participate in an organized physical fitness program. However, employees are expected to maintain a level of physical fitness that enables them to effectively and safely perform their job tasks as assigned, and as indicated in their job classification description.
- B. Employees of the Sheriff's Office may, during their period of employment, be required by the Chief Deputy, with approval of the Sheriff, to undergo periodic physical agility testing or medical examinations to determine their physical and mental ability to perform essential functions of the position in which they are employed. Such medical examinations will be at no expense to the employee. Any determination of physical or mental fitness will be made by a physician or physicians designated by the Sheriff's Office.
- C. When an employee is reported by an examining physician to be physically or mentally unfit to perform the essential functions of a position, the employee may, within 5 working days from the date of their notification of the determination, indicate in writing to the Chief Deputy their intention to submit the question of physical or mental unfitness to a physician of their choice.
- D. In the event there is a difference of opinion between the Sheriff's Office examining physician and a physician chosen by an employee, then a physician will be mutually

designated by the Sheriff's Office examining physician and the physician chosen by the employee, whose decision will be final and binding as to the physical or mental fitness of the employee to perform the work of the position in which he or she is employed. The Sheriff's Office will pay its physician, the employee will pay his or her physician, and the loser in the dispute will pay the third physician.

- E. An employee determined to be physically or mentally unfit to perform the essential functions of their position may be demoted in accordance with these rules, or be separated from the Sheriff's Office after it has been determined that:
 - 1. The employee cannot perform the essential functions due to a covered disability that cannot reasonably be accommodated.
 - 2. The employee poses a direct threat to themselves or others.
 - 3. The employee is unable to perform essential functions due to a temporary medical condition or disability not protected by the Americans with Disabilities Act.

6.07 What To Do If You Are Sued (Revised March 24, 2009)

At no time will a Sheriff's Office employee accept service of a lawsuit for another employee; the lawsuit must be served on the employee named. Under no circumstances will an employee accept service for a "John Doe" or any other generic names. If you are sued for any reason relating to your duties and responsibilities, or for any civil matter that may in any way remotely relate to your duties and responsibilities as a law enforcement or corrections officer, you must immediately notify your supervisor and provide him or her with a copy of all papers that have been served on you. Your supervisor will be responsible for forwarding this paperwork through the chain-of-command to the Assistant Chief of Administration who will forward to the Blount County Risk Management Office and County Attorney to determine what action may need to be taken. All Sheriff's Office employees are bonded.

6.08 Critical Incident Stress Debriefing (CISD)

A critical incident shall be defined as any event that has emotional power to overwhelm an individual's usual ability to cope and which may interfere with the function of a person's coping mechanism immediately or in the future. A critical incident debriefing is a closed confidential discussion of a critical incident relating to the feelings and perceptions of those directly involved prior to, during, and after a stressful event; intended to provide support, education, and an outlet for views and feelings associated with the event. Debriefings are neither counseling nor an operational critique of the incident. A person or group of persons who are professionally trained to provide crisis intervention and incident debriefing services will conduct debriefings.

It shall be mandatory that those participating in any Critical Incident Stress Debriefing maintain strict confidentiality. The only exceptions to the confidentiality rule are:

- 1. There is reason to believe that a person presents a danger to himself/herself or others.

2. There is a strong belief that a person has committed a felonious act. Those participating in Critical Incident Stress Debriefings are not an investigative unit of the Sheriff's Office, therefore it will not be the policy of the Sheriff's Office to interfere with, nor question those participating in a Critical Incident Stress Debriefing.

All employees have the availability to the services of the employees' assistance program provided by the county.

The Sheriff or Chief Deputy may make it mandatory for any members of the Sheriff's Office to attend a Critical Incident Stress Debriefing.

Chapter 7. Internal Affairs (Revised May 30, 2003)

The Sheriff's Office depends on the integrity and discipline of all employees, individually and collectively. Public image is determined by professional response to allegations of misconduct against it or its employees. The Sheriff's Office must have the capability to competently and professionally investigate allegations of wrong doing by employees, and to address complaints impacting its response to community needs.

7.01 Complaints

- A. Citizens, offenders, and inmates with legitimate grievances regarding perceived or actual misconduct, will be received courteously and handled efficiently. Employees will assist and cooperate in the processing of complaints consistent with procedures.
- B. Sheriff's Office personnel are often subject to intense pressures in the discharge of their duties, and must remain neutral under circumstances that are likely to generate tension, excitement, and emotion. Words, actions, and events frequently result in misunderstandings and confusion. It is to the advantage of all employees to have a procedure for the investigation of the more serious allegations and underlying circumstances so that complaints can be resolved, and the complicated pressures of criminal justice work can be carefully considered.
- C. Information may be provided to any citizen requesting how to make a complaint against any division or section of the Sheriff's Office, or any employee (see Information Sheet on How to File a Complaint, Appendix 24). Copies of the Information Sheet will be located in each reception area of the Justice Center and the Courthouse, and will be provided to each Patrol Deputy and Detective for distribution to citizens who request information on how to file a complaint against an employee and/or the Sheriff's Office. Those who file a complaint will be assured that all complaints will be addressed in a timely fashion once they have been properly completed.

D. **Responsibility for Handling Complaints (Revised August 31, 2004)**

- 1. **There are 2 classes of complaints:** *minor and serious*. These classes relate to the levels of violations presented in this manual in Chapter 5, *Disciplinary Procedures*, Section 5.04, *Levels of Violation*, and the following definitions of the 2 classes of complaints are:
 - a. **Minor** – Relates to a violation(s) of policies and procedures and/or sections of the Code of Conduct that indicate a violation is minor in nature. A minor classification also relates to the level of sanctions against an employee that may result if he or she is found to be in violation resulting from a citizen's complaint.

command to the Chief Deputy within 24 hours of receipt. If the complaint is classified as serious, the Chief Deputy will then assign the complaint investigation to the Internal Affairs Investigator or the employee's Division Captain. The complainant will then be notified verbally or by mail that the complaint has been received and documentation will be made concerning the notification.

3. When it appears to anyone taking a complaint that a complainant is apparently under the influence of an intoxicant or drug, or is apparently suffering from a mental disorder, or evidences any other trait or condition bearing on his or her credibility, the supervisor will note these conditions, and any other pertinent remarks. Comments will also be made as to the physical condition of the complainant, specifically noting any visible marks or injuries relative to an alleged complaint. The supervisor taking the complaint, and the complainant, will sign the Citizen Complaint Form. Any complaints that are received through the mail will need to be made on a Citizen Complaint Form and may be followed up by a call to the complainant.
4. Complaints will not normally be accepted more than 30 days after an alleged incident, with the following exceptions:
 - a. When a complaint is an alleged criminal violation in which case the statute of limitations will prevail.
 - b. When the complainant can show good cause for not making the complaint earlier.
5. The above procedure may also be used when Sheriff's Office employees desire to enter a complaint against any other employee governed by this order.

F. Disposition of Complaints

1. Disposition of Minor Complaints

In response to minor complaints, a supervisor will develop information and record any action taken, along with a Citizen Complaint Form that will be filed with their division captain and/or Assistant Chief Deputy by 0800 the next working day, who will then do one or more of the following:

- a. Notify complainants verbally or by mail of the disposition of the complaint. If such notification to a complainant will be delayed for more than 7 calendar days, an Assistant Chief Deputy, or designee, will send or give an interim reply advising of the delay.
- b. Take appropriate disciplinary/corrective action, or indicate that the complaint is not substantiated or unfounded, citing the reasons for making such a decision.

2. Disposition of Serious Complaints - Internal Affairs Procedures

Serious complaints alleging improper conduct, brutality, or a complaint involving several employees, are to be handled as internal affairs matters by the Internal Affairs Investigator or Division Captain where the complaint originated, and are responsible for ensuring the following:

- a. Recording, registering, and controlling the investigation of serious complaints against employees.
 - b. Supervising and controlling the investigation of alleged or suspected serious misconduct within the Sheriff's Office.
 - c. Maintaining the confidentiality of internal affairs investigations and reports.
 - d. Notifying complainants verbally or in writing concerning receipt of a serious complaint and notifying a complainant(s) of the disposition of the complaint. If disposition of the complaint will be delayed more than 45 calendar days, the Internal Affairs Investigator will provide an interim reply advising of the delay, and will reply each 45 days thereafter until the investigation is completed and there is a disposition.
3. The Internal Affairs Investigator may request any deputy to assist in a complaint investigation against an employee of the Sheriff's Office with the approval of the Chief Deputy. Employees are to cooperate completely when called upon by an investigator conducting an internal affairs investigation. Information obtained during an investigation will be kept in the strictest confidence, and employees participating in an internal affairs investigation, either as an investigator, principal, or witness, are prohibited from discussing the investigation with other employees or the general public. The Internal Affairs Investigator will report all findings directly to the Sheriff and Chief Deputy. Any employee senior in rank to the Internal Affairs Investigator will not attempt to exercise their rank to influence the outcome of an investigation.
4. At the discretion of the Chief Deputy, any employee who becomes the subject of an internal affairs investigation, an administrative hearing resulting from an internal affairs investigation, or a criminal charge, may be assigned to one of the following:
- a. Remain on active duty status.
 - b. If a certified deputy or corrections officer, placed in a non-enforcement or non-contact with inmates duty status.
 - c. Placed on emergency relief from duty not to exceed 24 hours.
 - d. Placed on administrative leave with or without pay (depending on the severity of the accusations and known facts) pending the outcome of an internal affairs investigation.
- G. The Internal Affairs Investigator should make every effort to complete an internal affairs investigation within 45 days, and will submit a verbal status report to the Sheriff and Chief Deputy at least every 7 days until submission of a final report. If additional time may be required to complete an investigation, the Internal

Affairs Investigator will verbally request an extension, and will continue to report to the Sheriff and Chief Deputy every 7 days until the investigation is completed.

- H. The Internal Affairs Investigator will maintain close liaison with the District Attorney General in investigations involving alleged criminal conduct. Where liability may be an issue, close liaison will also be maintained with the Sheriff, the county's Risk Manager, and County Attorney.
- I. Upon the completion of an investigation, the Internal Affairs Investigator will file a report recommending a conclusion(s) based on the following classifications:
 - 1. **Unfounded:** There was sufficient evidence to prove the complaint or incident is false or not factual and did not occur.
 - 2. **Exonerated:** There is sufficient evidence to indicate that the act or incident did occur, but the actions were justified, lawful, and proper.
 - 3. **Not Sustained:** There is insufficient evidence to clearly prove or disprove the complaint or incident.
 - 4. **Sustained - No Discipline:** There is sufficient evidence to establish that the incident did occur, but the facts and circumstances are of such a nature that formal discipline is not warranted.
 - 5. **Sustained:** There is evidence to establish that the incident did occur, and the facts and circumstances support the determination that these actions constitute misconduct.
- J. Completed, written complaints, whether serious or minor, will be securely filed in the office of the Assistant Chief of Administration, thus creating the basis for an annual report of all complaints. All completed internal affairs investigations will be filed and secured in the office of the Assistant Chief of Administration. The Chief Deputy or designee will review this file annually and publish a statistical summary based upon records of internal affairs investigations, which are made available to the public and agency employees. A copy will also be forwarded to the Sheriff.

7.02 Investigative Procedures for Serious Complaints

- A. An employee may be administratively compelled to undergo a polygraph examination. Polygraph examinations will be conducted in compliance with *TCA 62-27-125* and the Federal *Employee Polygraph Protection Act*.
- B. If an administrative question concerns fitness for duty due to possible drug or alcohol consumption, an employee may be administratively compelled to undergo medical or laboratory examinations.
- C. Photographs may be taken of employees for use in the conduct of investigations. Any such use should meet the legal requirements for a photo lineup.

- D. An employee may be administratively compelled to participate in any properly conducted, legal lineup.
- E. The Internal Affairs Investigator may request financial disclosure statements from employees.
- F. At the time employees are notified that they have become the subject of an internal affairs investigation relating to serious complaint, the Internal Affairs Investigator or assigned Division Captain will issue to the employee a written statement of the allegations and a statement of the employee's rights and responsibilities relative to the investigation. This notification will include a statement to the effect that refusal of an employee to submit to any administratively compelled action, such as taking a polygraph test, will result in serious disciplinary action, including dismissal.
- G. The Internal Affairs Investigator or Division Captain will provide a conclusion of fact to the Sheriff and the Chief Deputy relating to each completed internal affairs investigation.
- H. The Internal Affairs Investigator or Division Captain will notify the complainant(s) as to the disposition of an internal affairs investigation, and may also notify a complainant(s) that their presence may be required if an administrative hearing is conducted.

7.03 Employees' Rights

- A. Employees will enjoy the same Constitutional rights as any other citizen. These rights will not be violated during an internal affairs investigation.
- B. In a serious complaint against a Sheriff's Office employee, the Internal Affairs Investigator or Division Captain will supply a written statement outlining any charges and the complaint to the employee within 3 working days. This statement will also reference the appropriate provisions of the *BCSO Human Resources Rules and Regulations Manual* that establish procedures available to an employee in responding to a serious complaint.
- C. Employees will not be intimidated or threatened with dismissal or disciplinary action as a result of exercising their rights during an internal affairs investigation. However, employees may be administratively compelled to submit a written response and/or submit to questioning (that may be recorded) concerning alleged acts of misconduct. As noted above, the failure of an employee to respond to any administratively compelled request will subject that employee to serious disciplinary action including dismissal.
- D. Only an Internal Affairs Investigator or Division Captain will be permitted to use recording devices during meetings relating to an internal affairs investigation.

- E. Employees will extend their total cooperation to those who are investigating complaints of misconduct. When an investigation is based on alleged criminal violations, involved employees may exercise their Constitutional rights.
- F. Immediately prior to any questioning, employees will be advised of the name and rank of the investigating officer and of any other individual who may be present during the questioning, and the nature of the investigation.
- G. Any questioning should be conducted at the Sheriff's Office while the employee is on duty, unless the allegation is of such a serious nature as to require immediate action. Employees who are summoned to an interrogation while off duty will be entitled to appropriate compensation. Sessions will be reasonable in length with time afforded for adequate rest periods when requested by an employee.
- H. Counsel may represent employees during any questioning directed at a criminal investigation and possible subsequent prosecution.
- I. Employees who are witnesses, or otherwise knowledgeable about other employees' misconduct, may be administratively compelled to submit a written statement as to their knowledge and to submit to questioning. Witness employees do not have the right to refuse these requirements. Witness employees do not have the right to the presence of counsel during these proceedings.
- J. No employee will be required or requested to disclose any item of his property, income, assets, source of income, debts, or personal or domestic expenditures, including those of any member of his family or household, unless such information is necessary in investigating a possible conflict of interest with respect to the performance of official duties, unless such disclosure is required by law, or unless such information is related to an investigation.

Chapter 8. Data Processing

Computers and data processing systems owned and operated by the Sheriff's Office are covered by these policies and procedures. Violations of these policies, intentional or unintentional, will be subject to corrective action whether it be required training, removal of privileges to use the data systems (if critical to job duties may be grounds for disciplinary action), or disciplinary action. In some cases, a violation of these policies may be grounds for legal action and subsequent penalties.

The primary purpose of this section is to safeguard the Sheriff's Office's computer hardware, software, and data by providing guidelines, policies, and procedures as to their use and security. The intent is also to educate users on the importance of security and the problems associated with violations of security.

8.01 Data Processing Security

- A. The job of protecting the hardware, software, and data from abuse is shared by all users of the Sheriff's Office's data processing systems. The potential for someone (citizen or employee) suffering a loss or inconvenience due to improper or inappropriate use of the Sheriff's Office data processing systems is real, whether malicious or accidental.
- B. These policies and procedures are distributed to every workstation in the Sheriff's Office, and all users are required to read and become familiar with them as part of their training in the use of their systems.
- C. The use of Sheriff's Office-owned data processing systems and equipment is solely for purposes authorized by the Sheriff's Office. Unauthorized use is a violation of these policies and procedures, and violators may be subject to disciplinary action.
- D. Software and data bases used in the Sheriff's Office's data processing systems are property of the Sheriff's Office, and will not be loaned, traded, sold, given away, or otherwise divulged without permission from the Chief Deputy based on a recommendation from the Director of Technology.
- E. Only software that has been approved by the Sheriff's Office, in accordance with operational needs, is allowed on the Sheriff's Office's data processing systems. Any unauthorized software, such as games and other personal amusement software, will be deleted.
- F. Employees are not to download personal software and/or data into the Sheriff's Office's data processing systems without review and authorization of the data and/or software by the Director of Technology.

G. Permission to access the Sheriff's Office's data processing systems will be limited to those with a legitimate need to use the system to access or input information. Each authorized user of the system will be issued a login and password by the Director of Technology. Users are responsible for maintaining the security of their passwords, and should never share them with anyone, including other employees.

H. Security of Data Processing Systems and Equipment (Revised 2/20/09)

1. Security must be a concern of all users of Sheriff's Office data processing systems and equipment, and users are responsible to use them only for legitimate purposes. These policies and procedures are intended as a guide to ensure that employees are informed of the proper use of these systems, and of the consequences of improper use.
2. Prior to installation of any data processing equipment, whether bought or donated, the Director of Technology will ensure the location is secure, which may include anchoring the system or assuring that the room where the system is to be located has adequate locks and is secure, and that all equipment is properly tagged as required by the county's fixed asset accounting procedures. The Director of Technology is responsible for maintaining a current inventory of the data system's hardware and software, and to check it at least annually.
3. Threats to data and software stored in the data processing systems can be in the form of accidental or intentional disclosure, modification, or destruction. Unauthorized access by an illegal user is also a threat.
4. The Sheriff's Office provides various layers of technical protection to safeguard data and software, including programs that allow the Director of Technology to monitor uses of the Sheriff's Office's data processing systems to provide an acceptable degree of security to accomplish the following:
 - a. Detect illegal penetration and prevent unauthorized access to the data processing systems.
 - b. Prevent unauthorized access to stored data.
 - c. Determine unauthorized use of internet and intranet network capabilities of the data processing systems.
5. Users with the proper login and password are the only persons permitted to access the data processing systems. Access by others, such as vendors and maintenance technicians, must be on a need-to-know basis and only with permission of the Director of Technology.
6. Data in the Sheriff's Office's data processing systems is owned by the Sheriff's Office and is kept on disks, tapes, hard drives, etc. No data is released unless authorized by the Director of Technology, and is in compliance with records management, retention, and release policies and procedures found in the policies and procedures manuals for the Sheriff's Office and its divisions.

7. Confidential data and related software listings and copies that are not to be retained, must be properly secured until they can be shredded. Each user is responsible for properly securing and disposal of any confidential material. Data disks (hard drives) that are not to be retained must be properly secured until they can be destroyed. Drives will be destroyed by drilling a hole through the disk. The hole will be a minimum of 1/4" and will be drilled all the way through the hard drive casing, disk platters and out the other side.
8. Users are required to use the password issued to them by the Director of Technology when they are first authorized to use the data processing systems. Passwords will be changed whenever a security infraction has been discovered, and periodically to ensure security. The appearance of passwords on terminal screens and printouts are suppressed.
9. After a certain number of invalid access attempts, the system will automatically log off the user. Information about invalid attempts is recorded by the system and investigated by the Director of Technology as appropriate.
10. Prudent duplication and off-site storage of otherwise irreplaceable data and programs is the responsibility of each user. The Director of Technology, or designee, will conduct or coordinate an in-house back-up daily, and a weekly backup that is stored off-site. Data files (third party software, word processing, and spread sheets) are the responsibility of each user to back up their data. The Sheriff's Office cannot be held responsible for lost data due to system failure caused by power outages or other problems with the system that may cause unexpected shut down. If data is important to a user, he or she must back it up.

8.02 Individual Privacy

To protect the privacy of individuals, the maintenance and dissemination of personal information must be subject to strict limits. The protection of individual privacy places special responsibilities on those who determine when and how systems are used.

- A. Definition of Personal Information** B Confidential data maintained by the Sheriff's Office about an individual including, but not limited to, employment history, financial transactions, medical information, information pertaining to an individual involved in a criminal investigation, inmate records, or other data that would include an individual's name.
- B. Legitimate Data Collection** B Personal information on individuals should not be collected and maintained unless needed to operate and manage Sheriff's Office functions for which the collecting office or employee is legally responsible.
- C. Responsibility for Protecting Data** B Sheriff's Office employees who generate, use, or have access to automated personal information, will ensure its confidentiality and accuracy, properly disposing of the data when no longer needed.

- D. Disposition of Confidential Reports** B All printouts that include confidential or personal information which are not to be retained, will be shredded prior to disposal.
- E. Security by Users** B Every user shares with the Sheriff's Office the many responsibilities outlined in these policies and procedures. In addition, the following are suggested:
1. **Protection of Removed Data** B Users will assume responsibility for the confidentiality of removed data from the Sheriff's Office's systems.
 2. **Accuracy and Use of Data** B Users creating, maintaining, using, or disseminating data in any form should ensure the reliability of the data for its intended use, and take precautions to prevent its misuse.
 3. **Authorized Release of Data** B Users are required to ensure that systems information is used only for lawful purposes and not released to outside agencies, groups, or individuals, except as provided in Sheriff's Office policies and procedures, and to the extent permitted by law. Insofar as possible, released data should be in an anonymous form where personal identity is removed.
 4. **Purge of Unneeded Data** B Files containing personal information should be audited periodically to determine their continued need. If no longer needed, the data should be shredded.
 5. **Security Reviews** B Users should frequently audit their operations where personal data are used and stored to ensure adequate safeguards against theft, penetration by unauthorized persons, destruction of data, or alteration of files, reports, input data, etc.
 6. **Individual Right to Queries and Corrections** B These policies and procedures in no way prohibit individuals the ability to request information about their personal information or to correct personal data within guidelines established by state law and the Sheriff's Office's policies and procedures.

8.03 Role of the Director of Technology

The Director of Technology, or is designee, is responsible for working with employees to design, develop, implement, train, and maintain the Sheriff's Office's data processing systems. To accomplish these responsibilities, the following must be accomplished:

A. Develop Policies and Procedures

Policies and procedures are designed to protect data and systems' hardware and software, and provide guidance to the proper use of the Sheriff's Office's data processing systems. These policies and procedures need to be reviewed periodically as the Sheriff's Office's systems grow, and as applications change with new hardware and software capabilities.

B. Training

Data systems policies and procedures are only effective if supported by users' understanding that they are essential to their systems' effective and efficient operation. Such understanding can only be gained through training programs designed not only to assure proper operation, but also to raise the awareness of users to the potential damage and loss of resources that can result from improper operation and inadequate controls. Training will extend to a new user, to existing users needing refresher training or training in new applications, as follow-up to the implementation of new hardware or software, and to assure the proper coordination of the Sheriff's Office's data processing network that includes the proper use of e-mail and the internet.

C. Monitoring

Data processing policies and procedures can only be effective if they are consistently followed. Users must constantly be reminded of their personal responsibility for the proper use and security of their data processing systems. The Director of Technology is responsible for conducting an ongoing program that monitors compliance by all users with these policies and procedures, and assuring that the awareness of user responsibilities to comply with them remains high. To accomplish this task, the Director of Technology will conduct periodic assessments to assure that systems are properly operated and secured by:

1. Conducting periodic inventories of equipment and operating systems.
2. Continuously reviewing file protection procedures and assuring that proper back-up procedures are being followed.
3. Randomly monitoring computer logs to assure that systems and data are being properly used.
 - a. **Follow-up On Findings** - When the improper or inappropriate use of the Sheriff's Office's systems is determined as a result of monitoring efforts, the Director of Technology, or his designee, will notify the appropriate supervisor who will immediately correct the problem and determine any remedial or punitive action to be taken as a result of misuse or abuse of the Sheriff's Office's data processing systems.
 - b. **Purchase and Receipt of Data Processing Equipment and Software** - The Director of Technology, or designee, is responsible for working with users to develop specifications used in the purchasing process, including development of a request for bids for hardware or other equipment, or requests for proposals on software or systems design assistance, and to coordinate with vendors in the purchasing process. The Director of Technology, or designee, is also responsible for:
 - 1) **Receiving** - The Director of Technology will review in detail material received for compliance with specifications, rejecting anything not in strict compliance. All material received will be properly inventoried.

- 2) **Installation** - The Director of Technology will coordinate with vendors on the installation of hardware and software, testing to ensure that systems are operational.
- 3) **Training** - Ensuring that users are familiar with the new hardware and/or software and that new systems are properly incorporated into existing operating systems, policies, and procedures.

D. Control of Computer Viruses and Related Threats

1. Computer viruses and related threats represent an increasingly serious threat to computing systems and networks. The Director of Technology is responsible for identifying, preventing, deterring, containing, and recovering from attacks of viruses and related threats.
2. **What Are Computer Viruses and Related Threats?** B These are a class of programs written to cause some form of intentional damage to computer systems or networks.
 - a. A **computer virus** performs two basic functions: it copies itself to other programs, thereby infecting them; and, it executes instructions the author has included in it. Depending on the author=s motives, an infected program may immediately cause damage upon its execution, or it may wait to a specified time. Damage can vary widely, often requiring a complete rebuilding of a system. Since viruses can spread rapidly to other programs and systems, the damage can multiply geometrically.
 - b. **Related threats** are also destructive programs (often called Trojan horses and network worms) that are often called malicious software. These programs are often written to masquerade as useful programs so that users are induced into using them and sharing them with others. Malicious software is a people, not a technical problem. It is imperative that users understand the threat caused by malicious software, thus emphasizing the need to control access to their systems by unauthorized users, and to not use unauthorized software in any way without the prior approval of the Director of Technology.
 - c. **How Can Computer Viruses and Related Threats Be Controlled?** B There are steps that can be taken by users and the Director of Technology to minimize this threat:
 - 1) Train all users in the proper use of their workstation and systems, ensuring that each user understands and follows the Sheriff's Office's data processing policies and procedures.
 - 2) Use (and keep current) the software tools available that are designed to identify and control viruses and related threats.
 - 3) Follow back-up procedures to ensure that, if a virus does bring a system down, that it can be reinstalled with minimum downtime and interruption of service.

8.04 Internet and E-Mail Policies

Statement of Purpose

To ensure that use of the Internet among employees of the Blount County Sheriff's Office is consistent with Blount County Sheriff's Office policies, all applicable laws, and the individual user's job responsibilities.

A. Electronic Mail (e-mail)

This policy applies to all Blount County Sheriff's Office employees who use e-mail either on the local area network or through the Blount County Sheriff's Office Internet capabilities. In addition, this policy applies to all persons who use e-mail as a representative or agent of the Blount County Sheriff's Office.

1. Repelling Unwanted E-Mail

There may be occasions when e-mails are received which the recipient did not solicit and which do not comply with this policy. Examples could be: sexually offensive material, crude or inappropriate jokes, photographs or videos, etc. No employee shall be subject to discipline for receiving such e-mail provided the employee promptly replies by e-mail to discourage the sender with the following or similar message to the sender:

"You have sent me e-mail at the Blount County Sheriff's Office which is not in compliance with Blount County Sheriff's Office policies. E-mail sent to a Blount County Sheriff's Office e-mail address must be for Blount County Sheriff's Office business purposes only. I do not wish to receive e-mail of the nature you sent at work. Please do not send me any additional material of this kind at a Blount County Sheriff's Office e-mail address."

Messages that are spam or junk should not be replied to as this will only increase the amount of junk mail that you will receive. Spam and/or junk email should be deleted.

2. Liability

The same consideration and care must be used in e-mail communications regarding official actions or statements on behalf of the Blount County Sheriff's Office that would be used in other forms of written correspondence. Any ongoing e-mail messages which express an opinion that has not been authorized as the official Blount County Sheriff's Office position on the subject must include a disclaimer that the opinion is not that of the Blount County Sheriff's Office but the employee's own personal opinion.

3. Discipline/Enforcement of Policy

Violators of this policy may be subject to discipline. It is the responsibility of the Director of Technology or his designee to monitor these policies, and to monitor

and audit use of e-mail within each department. Employees who are found in violation of this policy may be subject to the following:

- a. Internet and e-mail access may be revoked.
- b. Access times may be restricted

Employees may be disciplined for violation of this policy. However, employees will not be disciplined for "deminimis" personal use of the electronic mail system or the Internet. The deminimis (too minor to warrant concern) standard would mean that some personal communications, while not sanctioned, are not prohibited by this policy. Generally this would include such uses as adding a personal comment to an official e-mail, sending a short personal note to a colleague or other personal interactions that are routinely a part of day to day business interaction. Reasonable judgement should be applied to individual circumstances. The Blount County Sheriff's Office retains sole discretion to determine what is deminimis and to discipline for all other use.

4. Types of E-Mail/Restrictions

Employees are accountable for their use of electronic communications just as they are for other conduct and communications in the workplace. Therefore, use of the electronic mail system is as follows:

- a. The e-mail system is not to be used to create, send or copy any offensive, harassing or disruptive messages. Messages will be considered offensive if they contain information or language that would violate the Human Resource harassment policy. The Blount County Sheriff's Office will view the appropriateness of any communication on the basis of how it would have been perceived and dealt with had it been conducted by telephone, in person or on paper.
- b. The e-mail system is not to be used to send, receive, or download copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization from the Director of Technology or his designee.
- c. Confidential and sensitive information such as performance reviews, disciplinary and/or corrective actions, attorney-client privileged information, personnel information, and health or medical information should not be communicated via e-mail, unless it is encrypted and requires a password for viewing. If you have items that need to be encrypted please contact the Director of Technology or his designee for assistance.
- d. Communications, which would be inappropriate under other Blount County Sheriff's Office policies, are equally unacceptable if delivered via electronic communication. These communications may include, but are not limited to, harassing or discriminatory comments, breached of confidentiality and insubordinate statements.

- e. The electronic mail system may not be used for sales or to solicit anything for commercial ventures, religious, or political causes, outside organizations or other non-job related solicitations.

5. Technical Support

Employees may contact the Director of Technology or his designee for answers to questions concerning implementation of e-mail or about how to properly configure and use e-mail capabilities. The Director of Technology shall have the authority, with the approval of the Sheriff, to establish procedures for the implementation of this policy. All users of the Blount County Sheriff's Office e-mail systems must abide by any procedures established by this policy.

B. Internet Use

This policy applies to all Blount County Sheriff's Office employees who use the Blount County Sheriff's Office Internet capabilities. In addition, this policy applies to all persons who use the Internet as a representative or agent of the Blount County Sheriff's Office.

1. Internet Use Limited to Blount County Sheriff's Office Business

The Blount County Sheriff's Office Internet capabilities may be used for Blount County Sheriff's Office business purposes only. The term "internet" means the electronic information system of that name which connects smaller groups of linked computer networks. The term "Blount County Sheriff's Office Internet capabilities" means any and all access to the Internet obtained through Blount County Sheriff's Office sponsorship, ownership, or financial contribution, or by any employee as a representative or agent of the Blount County Sheriff's Office, during work hours. The term "Blount County Sheriff's Office business purposes" means the official work of the Blount County Sheriff's Office undertaken for public benefit, as opposed to activities undertaken for personal, non-Sheriff's Office or private purposes. Unacceptable sites or uses include, but are not limited to, the following:

- Pornographic sites and access to pornographic materials.
- Use of the Blount County Sheriff's Office Internet to harass employees, vendors, customers, and others.
- Sports or games.
- Use of the Blount County Sheriff's Office Internet for partisan political purposes.
- Unauthorized transfer of copyrighted materials utilizing Blount County Sheriff's Office Internet capabilities.
- Any site that charges a fee (unless there has been prior written approval of justified Sheriff's Office expense by supervisor).

- Vendor sites to purchase personal items.
- Marketing of personal or private business.

While this policy does restrict Internet Use to official business, limited personal use (within acceptable use guidelines) during breaks or before/after work hours will be allowed. Authorized personal use is subject to adequate capacity in the system. Internet and e-mail may be used for minor personal matters to accommodate the demands of daily living so long as the use is occasional and does not cost the Blount County Sheriff's Office money or interfere with Blount County Sheriff's Office work. However, Blount County Sheriff's Office divisions may enforce more restrictive policies on computer, Internet, and e-mail use.

2. Authorized Users

No Blount County Sheriff's Office employee shall be authorized to use the Blount County Sheriff's Office Internet capabilities until he or she has signed a document indicating that the employee has read and agrees to be bound by the terms of this policy.

3. No Privacy Rights

Electronic communications are not private or confidential. All Internet communications utilizing the Blount County Sheriff's Office Internet capabilities are the property of the Blount County Sheriff's Office and may be public records. There are no rights to individual privacy in any communications or information obtained through the Blount County Sheriff's Office Internet capabilities.

4. Professional and Courteous Communications

The Code of Conduct Standards for Blount County Sheriff's Office employees apply to use of the Blount County Sheriff's Office Internet capabilities. All communications across the Internet shall be professional and courteous.

5. Duty to abide by Procedures Established by the Director of Technology

The Director of Technology shall establish procedures for posting content on the Internet, accessing information (including downloading information or software), virus detection and control, access controls and related security mechanisms for use of the Blount County Sheriff's Office Internet capabilities.

Employees should keep personal log-ons and passwords confidential, and through the system administrator, will change passwords on a regular basis as required by the system. Failure to adhere to this policy jeopardizes network security and puts users at risk of potential misuse of the system by other individuals. Network user's may be held responsible for all actions taken using their personal network access permissions.

6. Discipline/Enforcement of Policy

Violators of this policy may be subject to discipline. It is the responsibility of the Director of Technology or his designee to monitor these policies, and to monitor and audit use of the Blount County Sheriff's Office Internet within each division. Employees who are found in violation of this policy may be subject to the following:

- a. Internet and E-Mail access may be revoked.
- b. Access times may be restricted

Employees may be disciplined for violation of this policy. However, employees will not be disciplined for "deminimis" personal use of the electronic mail system or the Internet. The deminimis (too minor to warrant concern) standard would mean that some personal communications, while not sanctioned, are not prohibited by this policy. Generally this would include such uses as adding a personal comment to an official e-mail, sending a short personal note to a colleague or other personal interactions that are routinely a part of day to day business interaction. Reasonable judgement should be applied to individual circumstances. The Blount County Sheriff's Office retains sole discretion to determine what is deminimis and to discipline for all other use.

Chapter 9. Awards and Commendations

The Sheriff's Office uses commendations and awards as a means to recognize exceptional performance and devotion to the Sheriff's Office and the community, and to recognize meritorious, professional accomplishments, and acts of exceptional valor on the part of employees. At the same time, the Sheriff's Office will recognize and commend those citizens who assist the Sheriff's Office in an exceptional manner. The standards and criteria set for commendations and awards are extremely high, and only those individuals who have set themselves apart by distinguished service will be recipients.

9.01 Commendations

A. Commendation of Valor

The Commendation of Valor is awarded to a deputy or corrections officer who demonstrates gallantry and extraordinary heroism that must be so exceptional that the employee, while fully aware of the imminent threat to their own personal safety, assumed a voluntary course of action above and beyond the call of duty at the risk of their own life. This commendation is the highest decoration conferred by the Sheriff's Office.

B. Commendation of Excellence

The Commendation of Excellence is awarded to a deputy or corrections officer who demonstrates bravery at the imminent risk of serious bodily injury in performing a voluntary course of action in an extremely dangerous situation by which the omission of the action would not have subjected the employee to censure for failure in the performance of duty. The Commendation of Excellence is the second highest commendation conferred by the Sheriff's Office.

C. Commendation of Merit

The Commendation of Merit is awarded to a sworn or civilian member of the Sheriff's Office who provides outstanding service to the Sheriff's Office and community. Meritorious service is an exceptional accomplishment with an easily determined beginning and end that was carried through to its completion. The length of time involved is not a consideration, but the speed of accomplishment may be a factor in determining the worth of an enterprise. Above average performance of duty is not an adequate basis for this award. The Commendation of Merit is next in prominence to the Commendation of Excellence.

D. Sheriff's Commendation

The Sheriff's Commendation is awarded to a sworn or civilian member of the Sheriff's Office who exhibits outstanding service through the performance of a

single task. Above average performance of duty is not an adequate basis for this award. The performance must reflect exceptional achievement and bring credit upon the employee and the Sheriff's Office. The Sheriff's Commendation is next in prominence to the Commendation of Merit.

E. Commander's Commendation

The Commander's Commendation is awarded to a sworn or civilian member of the Sheriff's Office who exhibits exceptional performance in the accomplishment of a difficult task or assignment. The accomplishment must bring credit upon the employee and the Sheriff's Office. The Commander's Commendation is next in prominence to the Sheriff's Commendation.

9.02 Awards

A. Employee of the Month

Each month, an Employee of the Month will be selected by a panel comprised of the Chief Deputy, Assistant Chief Deputies and division captains will make their selections based on nominations provided by any supervisor, and the nominations should include specific descriptions of an act(s) occurring in the previous month which brings credit on the employee and the Sheriff's Office.

B. Employee of the Year

Each year, the same panel that selects an Employee of the Month will select an Employee of the Year. The nominations will be from the 12 Employee of the Month honorees

C. Special Achievement Award

This award is conferred on a sworn member of the Sheriff's Office who has achieved a high level of training or expertise through the acquisition of numerous specialty skills or advanced law enforcement training. This award will be conferred on those members who have:

1. Attained the status of law enforcement training instructor in a specialty skill area.
2. Attained at least 5 specialty skills.
3. Graduated from the FBI National Academy.

D. Life Saving Award

This award is conferred on a sworn or civilian employee who is directly responsible for saving a life. This award may also be conferred where evidence indicates that an employee's actions prolonged a human life to the extent of the

victim being released to the care of medical authorities, even though the victim may have expired at a later time. This award may be awarded in conjunction with any other commendation, provided the facts show that the employee is entitled to both.

E. Special Unit Award

This award is conferred on a sworn employee of the Sheriff's Office who performs duties with a special unit. Their period of service must be marked by actual training or duty in a particular field or endeavor of the special unit, and will be confirmed by the unit supervisor. Currently, special units that qualify for the conferring of this award are the Special Weapons and Tactics (S.W.A.T.), Sheriff's Office Bicycle Team, Traffic Safety Officers (T.S.O.), Honor Guard, Hostage Negotiation Team, Marine Patrol, Dive Team, the Detention Entry Team (D.E.T.), and the Firearms Instructors Unit. A member may wear a Special Unit Award after their affiliation with that unit has ended, if they have completed at least 12 months of active service with the unit. For officers who serve, or have served, as a Special Unit Team Leader, a bronze star device will be added to the ribbon.

F. Educational Achievement Award

This award is conferred on employees who have completed certain levels of higher education. Special recognition will be awarded for attaining a college degree in Criminal Justice, Law Enforcement, or some other related field at the associate, bachelor, or master's level.

G. Citizen Service Award

This award may be conferred on any citizen who is not an employee of the Sheriff's Office. An act or achievement must be directly related to the overall law enforcement objectives of the Sheriff's Office that may include extraordinary heroism or unselfish devotion to a fellow human being, or meritorious achievement in the performance of civic responsibilities. Simply doing one's duty as a citizen is not sufficient basis for this award. With the consent of a citizen, the Sheriff's Office will conduct a formal ceremony at which time the Sheriff will confer the award.

H. Other Awards and Commendations

These awards and commendations may be adopted and the aforementioned procedures amended as ordered by the Sheriff.

9.03 Awards and Commendations Program Management

A. Nomination

Any employee or citizen may submit a nomination for a commendation or award by completing an Awards and Commendations Nomination Form (Appendix 26). The forms are available from any division captain, Assistant Chief Deputy, or the Chief Deputy, and will be submitted to the Chief Deputy, clearly describing the individual's act or accomplishment, accompanied by witness statements when available.

B. Deadline

Nominations for commendations and awards must be submitted within 1 calendar year after an act or accomplishment took place. Nominations that are submitted after this time limit will not be considered.

C. Review

The Sheriff and Chief Deputy will review nominations, and may assign an employee to investigate an incident, presenting available, substantive facts to the Sheriff and Chief Deputy in a timely manner. Additional witness' statements and facts should be included in this final report. Upon receipt of this report, the Sheriff and Chief Deputy will render a decision on the nomination. Unless unusual circumstances exist, the Sheriff or Chief Deputy will announce a decision within 30 days after receipt of nomination.

D. Authority

The Sheriff and/or the Chief Deputy retain the sole authority to determine whether a commendation or award will be awarded, and the specific decoration to be conferred. The decision of the Sheriff and/or Chief Deputy is final and is not subject to appeal or review through the administrative review process or the grievance procedure.

E. Notifications

The Sheriff and/or the Chief Deputy will notify an individual who initiated a nomination for an award within 5 working days after the Sheriff and/or Chief Deputy has made a final decision on the nomination.

F. Presentation of Commendations and Awards

The Commendation of Valor, Commendation of Excellence, Commendation of Merit, Life Saving Award, and the Employee of the Year Award will be presented in a formal ceremony by the Sheriff and/or Chief Deputy. The Sheriff and/or the

Chief Deputy will present all other awards at a time and place of their choosing.

G. Subsequent Commendations and Awards

Employees who receive a subsequent award or commendation that has already been conferred, a bronze oak leaf cluster will be attached to the ribbon representing an additional ribbon.

H. Records

A copy of any commendation or award presented to any employee will be placed in that employee's personnel file and will become a permanent part of their personnel record.

9.04 Wearing of Awards and Commendations

- A. Ribbons will be worn on a Class "A" uniform shirt above the right breast pocket, centered over the pocket and the deputy's nameplate.
- B. When multiple commendations and or awards have been received, a display board will be used to display the ribbons in a neat and orderly fashion, allowing all ribbons to be attached to the uniform shirt in one application.
- C. The ribbons will be displayed in ascending order of prominence of each award. The lowest priority ribbon will be displayed on the bottom row with the lowest ranking ribbon being placed farthest away from the center of the shirt. The highest priority ribbon will be displayed on the top row closest to the center of the shirt.
- D. The priority of ribbons is as follows:
 - 1. **Lowest Priority** - Single Color Ribbon (Educational Achievement)
 - 2. **Second Priority** - Two Color Ribbons (Special Unit Awards)
 - 3. **Third Priority** - Three Panel Ribbons (Special Achievement)
 - 4. **Highest Priority** - Five or more panels (Commendations)



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Appendix 1



Equal Employment Opportunity Plan of Action

Policy Statement:

It is the continuing policy of the Blount County Sheriff's Office to afford equal employment opportunity to qualified individuals regardless of their sex, race, creed, disability, or national origin, and to conform to applicable laws and regulations. Equal opportunity encompasses all aspects of employment practices to include, but not limited to, recruiting, hiring, training, compensation, benefits, promotions, transfers, layoffs, recall from layoffs, discipline, and educational and social programs sponsored by the Sheriff's Office. Additionally it is the policy of the Sheriff's Office to provide its employees a viable means of communicating and resolving grievances and complaints regarding unlawful discriminatory employment practices. Any employee of the Blount County Sheriff's Office who fails to comply with this policy is subject to appropriate disciplinary action.

Utilization Narrative

A comparison of the Blount County Sheriff's Office workforce to the community labor statistics for Blount County indicated underutilization of women. Community labor statistics show that Blacks, Hispanics, Asian/Pacific Islanders, and American Indian/Alaskan Native populations are a small percentage of the total workforce. The majority of this plan will focus on addressing the larger problem of increasing the number of women in the work force. However, the Sheriff's Office will continue efforts towards correcting the underutilization of the other groups by continuing to explore ways of communicating job opportunities to all race and ethnic groups in the county. After a review of the results of the underutilization analysis, the Blount County Sheriff's Office has identified the following areas of concern:

- **Officials and Administrator** - Although the analysis shows significant underutilization primarily of females, there is only one (1) position in this group, currently held by a white male. No turnover is expected.
- **Professionals** - White females are underutilized by 37% and Blacks by 2%.
- **Protective Services** - White females are again underutilized by 41% while Blacks are underutilized by 3%.

Objectives

The Blount County Sheriff's Office is committed to making its workforce profiles more closely reflective of the labor force in the community. Based on the results of the underutilization analysis the Sheriff's Office has established the following objectives:

- Because females are underutilized in most job categories within the Sheriff's Office, it is our goal to increase representation by evaluating our promotional and recruiting practices to ensure that females receive equal opportunity to secure employment. The Sheriff's Office will continue to review job requirements and hiring procedures to ensure no unnecessary barriers exist that would deny females equal employment opportunities with the Sheriff's Office. Specifically, the Sheriff's Office will make an effort to attract qualified female applicants for professional and protective services positions.
- Although African-American males and females are a small part of the work force in Blount County, it is an objective of the Sheriff's Office to increase representation by targeting recruitment efforts in order to attract qualified African-American candidates to apply for these positions. The Sheriff's Office will evaluate its current promotional and recruitment practices to ensure African-Americans and other minorities are receiving equal opportunity to secure employment.

Steps to Achieve Objectives

- Use teams of female and minority deputies and corrections officers to assist in the recruitment process and increase attendance at job fairs that target women and minorities.
- Increase the recruitment period for deputies and corrections officers to at least three (3) months.
- Compile a list of organizations in the community having effective contact with minority groups and females, establishing continuous working relationships with these organizations.
- Continue to advertise job opportunities using all local media, and any media in the community that may target women and minorities.
- Provide EEO training to supervisors and the command staff on EEO policies and the objectives of the EEO Plan.
- Provide greater access to testing opportunities by offering nighttime, weekend, and off-site testing opportunities.
- Encourage females and minorities to take advantage of training opportunities, especially those that offer reimbursement for college course work related to their jobs with the Sheriff's Office.

Dissemination

External

- Continue to include the statement "The Blount County Sheriff's Office is an Equal Opportunity Employer" on all job applications and postings.

- Post a memo on bulletin boards through the Sheriff's Office explaining how applicants and employees may obtain a copy of the EEOP.
- Annually inform all recruiting resources in writing of the EEOP and the Sheriff's Office commitment to it.

Internal

- Include a statement in all publications of the employee newsletter advising of the availability of the EEO Plan.
- Conspicuously post the EEO Policy on bulletin boards throughout the Sheriff's Office.
- Meet with all supervisors to ensure they are familiar with the Sheriff's Office EEO objectives.



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Appendix 10



Worker's Compensation Panel of Physicians Request Form

This form is a standard form not generated by the Sheriff's Office and is not on the computer network. Copies of this form are available from supervisors and must be used in conjunction with an employee's injury or illness in order to receive workmen's compensation benefits.



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Appendix 11



Tennessee Employer's First Report of Work Injury Form

This form is a standard form not generated by the Sheriff's Office and is not on the computer network. Copies of this form are available from supervisors and must be used in conjunction with an employee's injury or illness in order to receive workmen's compensation benefits.



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Appendix 12



Request for Leave Form

This form is a standard form but is not on the computer network. Copies of this form are available from supervisors and must be used in conjunction with Chapter 3, Leaves of Absence.



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Appendix 13



Sick Leave Request Form

This form must be turned into the employee's immediate supervisor, and a copy provided to the Payroll Clerk in the Records Office, when:

1. An employee is out due to illness or injury for 3 consecutive days (as per HR Manual, Section 3.02, Sick Leave).
2. The employee goes to an Emergency Room for any treatment, or is hospitalized for any non-work-related reason, for any length of time.

A doctor's statement indicating the extent of injury or illness, and an authorization to return to work including, if applicable, any limitations on an employee's ability to work, must be attached.

Employee's Name _____

Beginning Date of Sick Leave Request: _____

Ending Date of Sick Leave Request: _____

Date Received by Payroll Clerk: _____

If not returned to work, employee's projected date of return: _____

Comments: _____



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Appendix 14-A



Standardized Performance Evaluation Guidelines

PATROL

Introduction

The heart of the Performance Management System is the evaluation of employees by their supervisors based on standards and expectations that have been previously communicated. These guidelines being prepared for each function are designed to assist supervisors (in what is admittedly a subjective process) by presenting the performance dimensions that are to be used in a function's evaluation program and then providing basic information on the expectations surrounding each standard that has been developed for each dimension. It is impossible to ensure that every supervisor rates his or her employees as all other supervisors rate theirs, but it is hoped these guidelines will provide the best opportunity to have as objective evaluation process as possible. As with anything else, the quality of the output is often only as good as the quality of the input, meaning it will be up to each supervisor to work within these guidelines and not hesitate to ask questions and seek assistance whenever they have problems.

The performance dimensions, standards, and guidelines presented below may be changed at any time the supervisors in the function feel they need to be. These guidelines should always be considered a draft in progress and never considered the "final word." Jobs change, laws change, organizations change, and so on, making it essential that all supervisors, working as a team, review these guidelines during and after each rating period to ensure they are still valid.

The Rating Process

When rating employees, the goal is for everyone to score 4, or for everyone to meet the expectations of their job. It should not be easy to score a 4, and every effort should be made to avoid the easy way out by rating all of your employees the same way. There aren't many employees who do not have a few problem areas among the standards that need to be rated, and it is a disservice to them to not point out where they may not be meeting the standards set forth by your function and/or unit. If you have an employee who is failing in a certain performance standard, but you know he or she should be able to perform up to the standards, score them with a 3 for that standard and explain where they may be failing to meet the standard. Obviously if they are rated with a 1 or 2, you have recognized serious problems that must be corrected in order for the employee to continue to work in that job. The same goes for those who are exceeding expectations. Encourage these employees to continue to exceed, and if you feel you can clearly justify a higher rating, do so.

Dimensions and Performance Standards

Presented below are the dimensions that have been identified as critical to the performance of jobs in this function, and more importantly, the performance standards that have been identified within each dimension. You will need to read each of these carefully prior to rating your employees. If you feel any of these need to be changed, contact your function Captain or Deputy Chief who will get with the Deputy Chief of Administration or designee to address the concerns.

Adaptability/Attitude

Willingness and ability to adjust to changes in tasks, assignments, and function goals and objectives as well as expressions of personal feelings that effect job performance and interactions with other employees.

Acceptance of feedback - *Evaluates the way the employee accepts the supervisor's criticism and how that feedback is used to improve performance.*

- (1 to 3) **Unsatisfactory** - Rationalizes mistakes, denies that errors were made, is argumentative, refuses to, or does not attempt to, make corrections. Considers criticism as a personal attack.
- (4) **Meets Expectations** - Accepts criticism in a positive manner and applies it to improve performance and further learning.
- (5 to 7) **Exceeds Expectations** - Actively solicits criticism/feedback in order to further learning and improve performance. Does not argue or blame others for errors.

Attitude Towards Work in Law Enforcement - *Evaluates how the employee views career in terms of personal motivation, goals, and acceptance of the responsibility of the job.*

- (1 to 3) **Unsatisfactory** - Sees career only as a job, uses job to boost ego, abuses authority, demonstrates little dedication to the principles of the profession.
- (4) **Meets Expectations** - Demonstrates an active interest in his or her career and in law enforcement responsibilities.
- (5 to 7) **Exceeds Expectations** - Uses off-duty time to further professional knowledge and improve skills. Demonstrates concern for the fair and equitable enforcement of the law, maintaining high ideals in terms of professional responsibility.

Voice Command - *Evaluates the employee's ability to gain and maintain control of situations through verbal command and instruction.*

- (1 to 3) **Unsatisfactory** - Speaks too softly or timidly, speaks too loudly, confuses or angers listeners by what is said and/or how it is said. Fails to use voice when appropriate or speaks when inappropriate.

- (4) **Meets Expectations** - Speaks with authority in a calm, clear voice and uses proper selection of words and knowledge of when and how to use them.
- (5 to 7) **Exceeds Expectations** - Completely controls with voice tone, word selection, inflection, and the bearing that accompanies what is said. Restores order in even the most trying situations through the use of voice.

Physical Skill - *Evaluates the employee's ability to use proper level of force for the given situation.*

- (1 to 3) **Unsatisfactory** - Uses too little or too much force for the given situation. Is physically unable to perform the task. Does not use proper restraint.
- (4) **Meets Expectations** - Obtains and maintains control through use of the proper amounts and techniques of force application.
- (5 to 7) **Exceeds Expectations** – Employee displays an excellent knowledge and ability in the use of restraints. Selects the right amount of force for the given situation. Is in good physical condition.

Decision Making

The ability to give proper consideration to all possible alternative courses of action and make the proper decision for the proper circumstances. The ability to make those decisions under stress and with little time to act.

Decision Making - *Evaluates the employee's performance in terms of arriving at sound judgments and making proper decisions.*

- (1 to 3) **Unsatisfactory** - Acts without thought or good reason. Is often indecisive and naive. Cannot recall previous solutions and apply them in like situations.
- (4) **Meets Expectations** - Able to reason to make a sound, timely decision in routine situations. Decisions made are reasonable, based upon information available. Perceives situations as they really are. Makes decisions without assistance.
- (5 to 7) **Exceeds Expectations** - Able to reason through even the most complex situations and is able to make appropriate conclusions. Has excellent perception. Relates past solutions to present problems.

Problem Solving

Ability to manage complex and stressful situations with the ability to identify possible problems in a timely manner. The ability to identify and evaluate potential solutions and

the positive or negative impact they could have on public and personnel safety and welfare. The ability to apply Sheriff's Office policy, state law, and federal law to all possible solutions and choose the most appropriate action.

Problem Solving- Evaluates the employee's performance in terms of ability to perceive problems or potential problems. The ability to evaluate possible solutions and choose the most appropriate for the solution.

- (1 to 3) **Unsatisfactory-** Is unable to identify problems or potential problems. If the problem is identified they cannot reason through it and come to a sound, acceptable solution.

- (4) **Meets Expectations-** Able to reason through a problem and come to an acceptable conclusion in routine situations. Readily identifies problems and applies appropriate solutions in a timely manner.

- (5 to 7) **Exceeds Expectations-** Able to reason through even the most complex situations and is able to reach the appropriate conclusions. Has excellent perception. Anticipates problems and prepares resolution in advance.

Dependability

Consistently performing duties in a reliable and knowledgeable manner with minimum supervision.

Punctuality – Evaluates the employee's ability to attend to scheduled activities when required and in a manner necessary to attend to whatever duties and responsibilities that may be required.

- (1 to 3) **Unsatisfactory** – Consistently fails to appear at scheduled events and activities such as roll call, training, court, etc. Not ready to perform required duties and responsibilities when appearing for scheduled activities.

- (4) **Meets Expectations** – Appears at scheduled events and activities ready to perform required duties and responsibilities.

- (5 to 7) **Exceeds Expectations** – Consistently appears at scheduled events and activities with equipment ready for whatever duties are required.

Self-Initiated Activity - Evaluates the employee's ability to recognize, determine course of action, and use available resources to get the job, task, or scheduled or unscheduled activity done with minimum supervision.

- (1 to 3) **Unsatisfactory** - Does not see or avoids tasks that are apparent to other deputies. Must be told by other deputies or supervisors to do tasks or they will not get done. Employee must be followed up on or activity may or may not get done.
- (4) **Meets Expectations** - Recognizes and identifies tasks that must be performed and gets them done with minimum supervision. Usually no follow up is necessary with trainee.
- (5 to 7) **Exceeds Expectations** - Is constantly aware of his or her surroundings and the tasks that have to be done to safely and completely do the job as required. Keeps co-workers conscious of duties that are to be completed when they do not see or remember them. Work never needs to be checked or followed up on.

Professional Image

Presenting and maintaining a professional appearance through grooming, dress, and personal actions, including proper maintenance and usage of all assigned equipment.

General Appearance - Evaluates physical appearance, dress, and demeanor.

- (1 to 3) **Unsatisfactory** - Shoes are dirty and uniform is wrinkled and improperly worn. Hair is not properly groomed and/or in violation of Sheriff's Office regulations. Personal equipment is missing or inoperative. Consistently has offensive body odor and/or bad breath.
- (4) **Meets Expectations** - Uniform is neat and clean and worn properly. Weapon, leather, equipment is clean and operative. Hair within regulations, shoes are shined and clean.
- (5 to 7) **Exceeds Expectations** - Uniform is neat and clean. Leather and shoes are shined and clean. Displays command bearing.

Communication/Relationships

Ability to interact with citizens and other employees in an appropriate and effective manner, and effectively express and communicate ideas in writing, orally, and through non-verbal behavior.

With Citizens: General - Evaluates the employee's ability to interact with citizens (including suspects) in an appropriate, efficient manner.

- (1 to 3) **Unsatisfactory** - Abrupt, belligerent, overbearing, arrogant, and uncommunicative. Overlooks or avoids “service” aspect of job. Introverted, insensitive, and uncaring.
- (4) **Meets Expectations** - Courteous, friendly, and empathetic. Communicates in a professional, unbiased manner and is service oriented.
- (5 to 7) **Exceeds Expectations** - Is very much at ease with citizen contacts. Quickly establishes rapport and leaves people with the feeling that the deputy was interested in serving them. Is objective in all contacts.

With Ethnic Groups Other than his Own - Evaluates the employee’s ability to interact with members of ethnic or racial groups other than own, in an appropriate, efficient manner.

- (1 to 3) **Unsatisfactory** - Is hostile or overly sympathetic. Is prejudicial, subjective, and biased. Treats members in this grouping differently than members of own ethnic or racial group would be treated.
- (4) **Meets Expectations** - Is at ease with members of other ethnic/racial groups. Serves their need objectively and with concern. Does not feel threatened when in their presence.
- (5 to 7) **Exceeds Expectations** - Understands the various cultural differences and uses this understanding to competently resolve situations and problems. Is totally objective and communicates in a manner that furthers mutual understanding.

With Other Sheriff’s Office Employees - Evaluates the employee’s ability to effectively interact with other employees of various ranks and in various capacities.

- (1 to 3) **Unsatisfactory** – Patronizes other employees and superiors, or is antagonistic towards them. Gossips. Is insubordinate, argumentative, and/or sarcastic. Resists instructions. Considers him or herself superior. Belittles others. Is not a “team” player. Frowns on others.
- (4) **Meets Expectations** - Adheres to the chain of command and accepts role in the organization. Good peer relationships and is accepted as a group member.
- (5 to 7) **Exceeds Expectations** - Is at ease in contact with superiors. Understands superiors’ responsibilities, respects and supports their position. Peer-group leader.

Use of Routine Forms (Accuracy/Completeness) - Evaluates employee’s ability to properly utilize forms necessary to job accomplishment.

- (1 to 3) **Unsatisfactory** - Is unaware that a form must be completed and/or is unable to complete the proper form for the given situation. Forms are incomplete, inaccurate, or improperly used.
- (4) **Meets Expectations** - Knows the commonly used forms and understands their use. Completes them with reasonable accuracy and thoroughness.
- (5 to 7) **Exceeds Expectations** - Consistently makes accurate form selection and rapidly completes detailed forms without assistance. Displays high degree of accuracy.

Report Writing (Organization/Details) - Evaluates the employees' ability to prepare reports that accurately reflect the situation and in a detailed, organized manner.

- (1 to 3) **Unsatisfactory** - Unable to organize information and reduce it to writing. Leaves out pertinent details in report.
- (4) **Meets Expectations** - Completes reports, organizing information in a logical manner. Reports contain the required information and details.
- (5 to 7) **Exceeds Expectations** - Reports are a complete and detailed accounting of events from beginning to end, written and organized so that reader understands what occurred.

Report Writing (Grammar/Spelling/Neatness) - Evaluates the employee's ability to use proper English, to follow the rules for spelling, and to write neatly.

- (1 to 3) **Unsatisfactory** - Reports are illegible and contain an excessive number of misspelled words. Sentence structure or word usage is improper or incomplete.
- (4) **Meets Expectations** - Reports are legible and grammar is at an acceptable level. Spelling is acceptable and errors are rare. Errors, if present, do not impair an understanding of the report.
- (5 to 7) **Exceeds Expectations** - Reports are very neat and legible containing no spelling or grammar errors.

Report Writing (Appropriate Time Used) - Evaluates the employee's efficiency relative to the amount of time taken to write a report.

- (1 to 3) **Unsatisfactory** - Requires an excessive amount of time to complete a report.
- (4) **Meets Expectations** - Completes reports within a reasonable amount of time.
- (5 to 7) **Exceeds Expectations** - Completes reports very quickly and accurately.

Job knowledge

Application and use of training and on-the-job experience to effectively perform job tasks in line with guidelines established in policies and standard operating procedures.

Knowledge of Department Policies and Procedures - Evaluates employee's knowledge of Sheriff's Office procedures and ability to apply this knowledge under field conditions.

- (1 to 3) **Unsatisfactory** - Fails to display knowledge of Sheriff's Office policies/regulations or violates them.
- (4) **Meets Expectations** - Familiar with most commonly applied Sheriff's Office policies/regulations and complies with them.
- (5 to 7) **Exceeds Expectations** - Has an excellent working knowledge of department policies/regulations, including less known and seldom used ones.

Knowledge of Criminal Statutes – Evaluates employee's knowledge of the criminal statutes and ability to apply that knowledge to field situations.

- (1 to 3) **Unsatisfactory** - Does not know the elements or basic sections of the codes. Does not recognize criminal offenses when encountered or makes mistakes relative to whether or not crimes have been committed and, if so, which crimes.
- (4) **Meets Expectations** - Recognizes commonly encountered criminal offenses and applies appropriate section of the code. Knows difference between criminal and non-criminal activity.
- (5 to 7) **Exceeds Expectations** - Has outstanding knowledge of the criminal codes and applies that knowledge to normal and unusual criminal activity.

Knowledge of Traffic Codes - Evaluates employee's knowledge of traffic codes and ability to apply that knowledge to field situations.

- (1 to 3) **Unsatisfactory** - Does not know the most often used sections of the Code and does not recognize offenses when committed.
- (4) **Meets Expectations** - Knows and recognizes commonly encountered traffic violations and applies appropriate Code sections.
- (5 to 7) **Exceeds Expectations** - Has outstanding knowledge of the traffic codes and applies that knowledge to his or her daily activities.

Knowledge of Codes of Criminal Procedure – Evaluates employee’s knowledge of criminal procedures, including laws of arrest and search/seizure. Evaluates ability to apply those procedures to field situations.

- (1 to 3) **Unsatisfactory** - Violates procedural requirements and attempts to conduct illegal searches, attempts to seize evidence illegally, and attempts to arrest unlawfully.
- (4) **Meets Expectations** - Follows required procedure in commonly encountered situations. Conducts proper searches and seizes evidence legally. Arrests are made within legal guidelines.
- (5 to 7) **Exceeds Expectations** - Follows required procedure in all cases, accurately applying law relative to searching, seizing evidence, and affecting arrests.

Court Testifying - Evaluates employee’s skill for testifying in court.

- (1 to 3) **Unsatisfactory** - Fails to study case prior to presentation. Testimony is not clear, concise, and relevant. Employee is hostile to the defense attorney, district attorney, or judge.
- (4) **Meets Expectations** - Presents the facts of the case in a clear, concise, and relevant manner, and is seldom requested to explain his/her testimony. Employee is polite to court officials.
- (5 to 7) **Exceeds Expectations** - Has a full understanding of proper courtroom demeanor. Prepares cases in such a manner as to be totally familiar with the facts.

Driving Skills (Normal Conditions) - Evaluates employee’s skill in the operation of the police vehicle under normal driving conditions.

- (1 to 3) **Unsatisfactory** - Frequently violates traffic laws. Involved in chargeable accidents. Fails to maintain control of vehicle or displays poor manipulative skills in vehicle operation.
- (4) **Meets Expectations** - Obeys traffic laws when appropriate. Maintains control of the vehicle. Performs vehicle operation while maintaining alertness to surrounding activity. Drives defensively.
- (5 to 7) **Exceeds Expectations** - Sets an example for lawful, courteous driving. Maintains complete control of the vehicle while operating radio and observing traffic. Is a superior defensive driver.

Driving Skills (Moderate and High Stress Conditions) – Evaluates employee’s skill in vehicle operations under emergency situations and in situations calling for other than usual driving skill.

- (1 to 3) **Unsatisfactory** - Involved in chargeable accidents. Uses warning lights and siren unnecessarily or improperly. Drives too fast or too slow for the situation. Loses control of the vehicle.
- (4) **Meets Expectations** - Maintains control of vehicle and evaluates driving conditions properly.
- (5 to 7) **Exceeds Expectations** - Displays high degree of reflex ability and driving competence. Anticipates driving situations in advance and acts accordingly. Practices defensive techniques. Responds very well relative to the degree of stress present.

Orientation/Response Time to Calls - Evaluates employee's awareness of surroundings, ability to find locations, and arrive at destination within an acceptable period of time.

- (1 to 3) **Unsatisfactory** - Unaware of location while on patrol. Does not properly use maps. Unable to relate location to destination. Gets lost. Expend too much time getting to destination.
- (4) **Meets Expectations** - Is aware of location while on patrol. Properly uses maps. Can relate location to destination. Arrives within reasonable amount of time.
- (5 to 7) **Exceeds Expectations** - Remembers locations from previous visits and does not need a map to get there. Is aware of shortcuts and utilizes them to save time. High level of orientation to the area.

Field Performance (Non-Stress Conditions) - Evaluates the employee's ability to perform routine, non-stress law enforcement activities.

- (1 to 3) **Unsatisfactory** - When confronted with a routine task, becomes confused and disoriented. Unable to determine course of action or takes wrong course of action. Avoids taking course of action.
- (4) **Meets Expectations** - Properly assesses routine situations, determines appropriate action, and takes action.
- (5 to 7) **Exceeds Expectations** - Properly assesses situations including unusual or complex ones. Determines appropriate course of action and takes it.

Field Performance (Stress Conditions) - Evaluates the employee's ability to perform in moderate to high stress situations.

- (1 to 3) **Unsatisfactory** - Becomes emotional, is panic-stricken, cannot function, holds back, loses temper, or displays cowardice. Overreacts.
- (4) **Meets Expectations** - Maintains calm and self-control, determines proper course of action and takes it. Does not allow the situation to further deteriorate.

(5 to 7) **Exceeds Expectations** - Maintains calm and self-control in even the most extreme situations. Quickly restores control in a situation and takes command. Determines best course of action and takes it.

Investigative Skill - Evaluates employee's ability to conduct a proper investigation with an emphasis on crime scene investigation procedures.

(1 to 3) **Unsatisfactory** - Conducts investigations improperly and is unable to accurately diagnose offense committed. Fails to discern readily available evidence. Makes frequent mistakes when identifying, collecting, or protecting evidence. Does not connect evidence with suspect when apparent. Lacks skill in collection and preservation of fingerprints. Does not protect crime scene.

(4) **Meets Expectations** - Follows proper investigation procedure in all but most difficult and/or unusual cases. Is generally accurate in diagnosis of nature of offense committed. Collects, tags, logs, and protects evidence properly. Connects evidence with suspect when apparent. Collects "readable" fingerprints from most surfaces when available.

(5 to 7) **Exceeds Expectations** - Always follows proper investigation procedures, and always accurate in diagnosis of offense committed. Connects evidence with suspect even when not apparent. Has the skills of a Crime Scene Investigator relating to the collection and identification skills. Can collect "readable" fingerprints from any possible surface when available.

Interview/Interrogation Skills - Evaluates the employee's ability to use proper questioning techniques; to vary techniques to fit person being interviewed/interrogated; to follow proper procedures.

(1 to 3) **Unsatisfactory** - Fails to use proper questioning techniques. Does not elicit and/or record available information. Does not establish appropriate rapport with subject and/or does not control interrogation of suspect. Fails to give Miranda warning.

(4) **Meets Expectations** - Generally uses proper questioning techniques. Elicits most available information and records it. Establishes proper rapport with most victims/witnesses. Controls the interrogation of most suspects and generally conducts a proper Miranda admonition.

(5 to 7) **Exceeds Expectations** - Always uses proper questioning techniques. Establishes rapport with all victims/witnesses. Controls the interrogation of even the most difficult suspects. Conducts successful interrogations of them.

Self-Initiated Field Activity - Evaluates the employee's interest and ability to initiate law enforcement-related activity, and to act on even low-priority situations.

- (1 to 3) **Unsatisfactory** - Does not see or avoids activity. Does not follow up on situations. Rationalizes suspicious circumstances. Does not have a broad orientation to the job.
- (4) **Meets Expectations** - Recognizes and identifies law enforcement-related activity. Has a broad orientation to the job, including low-priority activity.
- (5 to 7) **Exceeds Expectations** - Seldom misses observable activity. Makes good quality arrests and/or proper dispositions from observed activity. Thinks well “on their feet”.

Officer Safety (General) - Evaluates the employee’s ability to perform law enforcement tasks without injuring self or others, or exposing self or others to unnecessary danger/risk.

- (1 to 3) **Unsatisfactory** - Fails to follow accepted safety procedures or to exercise officer safety, such as:
- Exposes weapons to suspect (baton, handgun, etc.)
 - Fails to keep gun hand free during enforcement situations.
 - Stands in front of violator’s car door.
 - Fails to control suspect’s movement.
 - Does not keep suspect/violator in sight.
 - Fails to use illumination when necessary or uses it improperly.
 - Fails to utilize or maintain personal safety equipment.
 - Does not anticipate potentially dangerous situations.
 - Stands too close to passing vehicular traffic.
 - Is careless with gun and other weapons.
 - Stands in front of doors when knocking.
 - Makes poor choice of which weapon to use and when to use it.
 - Fails to cover other deputies.
 - Stands between police and violator’s vehicle on car stop.
- (4) **Meets Expectations** - Follows accepted safety procedures. Understands and applies them.
- (5 to 7) **Exceeds Expectations** - Always works safely. Foresees dangerous situations and prepares for them. Keeps partner informed and determines the best position for self and partner. Is not overconfident.

Officer Safety (Suspects, Suspicious Persons, and Prisoners) - Evaluates the employee’s ability to perform law enforcement tasks in a safe manner while dealing with suspects, suspicious persons, or prisoners.

- (1 to 3) **Unsatisfactory** - Violates deputy safety principles outlined above. Fails to “pat search,” confronting people while seated in the patrol vehicle, fails to handcuff when appropriate. Conducts poor searches and fails to maintain a position of advantage to prevent attack or escape.

- (4) **Meets Expectations** - Follows accepted safety procedures with suspects, suspicious persons, or prisoners.
- (5 to 7) **Exceeds Expectations** - Foresees potential danger and eliminates or controls it. Maintains position of advantage in even the most demanding situations. Is alert to changing situations and prevents opportunities for danger from developing.

Physical Fitness

Maintaining a level of physical preparedness that enables one to successfully perform required tasks.

- (1 to 3) **Unsatisfactory** – Consistently unable to physically perform the duties of the job due to incapacity resulting from mental or physical imparities.
- (4) **Meets Expectations** – Maintains physical fitness and is able to physically and mentally perform duties and responsibilities in a satisfactory manner.
- (5 to 7) **Exceeds Expectations** – Follows a program of physical and mental fitness using the equipment in the Sheriff’s Office, or participates in a program at a local fitness center, designed to make the employee sound physically and mentally and capable of handling any aspects of the job.

Professional Ethics

A code of moral principles and behaviors of a person with respect to what is right or wrong in dealing with internal values that shape decisions concerning social responsibility.

Professional Ethics- Evaluates the employee’s professional principles and behaviors with respect to what is right and wrong while dealing with internal values that are a part of the Sheriff’s Office, and shapes decisions concerning social responsibility with respect to the community.

- (1 to 3) **Unsatisfactory**- Unable to apply principles and behaviors concerning right and wrong to the standards set forth by the policy of the Blount County Sheriff’s Office and the legal and social guidelines of the community. Experiences problems in the areas of professional life that reflects negatively on the Blount County Sheriff’s Office or the law enforcement profession and / or adversely affects its relationship with the community.
- (4) **Meets Expectations**- Is able to apply principles and behaviors concerning right and wrong to the standards set forth by the policy of the Blount County Sheriff’s Office and legal and social guidelines of the community. Is able to make appropriate decisions in both professional and personal life. If problems are experienced the

employee is able to limit them to minor and deal with them appropriately in a timely manner.

- (5 to 7) **Exceeds Expectations-** Is able to apply principles and behaviors concerning right and wrong. Lifestyle exceeds the standards set forth by the policy of the Blount County Sheriff's Office and the legal and social guidelines of the community. The employee sets an example for their peers and / or subordinates to follow.

Care and Use of Equipment

The ability to demonstrate safe and lawful operation of assigned vehicles and equipment in accordance with state law as well as Sheriff's Office Policy and Procedures. The ability to maintain equipment in a clean, dry and serviceable condition.

Care and use of equipment – Evaluates the employee's ability to operate equipment in accordance with state law as well as policy and to maintain it in proper condition.

- (1 to 3) **Unsatisfactory** – Demonstrates inability to operate assigned vehicle or issued equipment in accordance with state law or policy and procedures of the Sheriff's Office. Does not maintain equipment in a clean, dry and serviceable condition or have needed equipment available for use at all times.
- (4) **Meets Expectations** – Demonstrates ability to operate assigned vehicle and issued equipment in accordance with state law and policy and procedures of the Sheriff's Office. Maintains equipment in a clean, dry and serviceable condition and has needed equipment available at all times.
- (5 to 7) **Exceeds Expectations** – Demonstrates ability to operate assigned vehicle and issued equipment in such a manner that is above and beyond what is expected. Exceeds standards set by state law and Sheriff's Office policy and procedure. Maintains equipment in such a way that exceeds the operability and appearance standards and ensures that all needed equipment is readily available at all times and is able to assist peers in times of need.

Knowledge of Policy and Procedures

The understanding of policy and procedures and the ability to conform to them, as well as the ability to apply them to everyday situations.

Evaluates the employee on their ability to recall and apply the policy and procedures of the Sheriff's Office to everyday situations. Also evaluates their ability to conform to these policies even though their personal preference or opinion may differ.

- (1 to 3) **Unsatisfactory** – Acts without consideration of the policy and procedures of the Sheriff's Office. Cannot or will not apply these policies to themselves or their decision making process.

- (4) **Meets Expectations** – Acts with due regard and within the perimeters of the policy and procedures of the Sheriff’s Office. Conforms to all policy and procedure and is able to apply them to every day decision-making process.
- (5 to 7) **Exceeds Expectations** – Thinks ahead and considers situations that might result from certain actions taken that could cause conflict between those actions and the policy and procedures of the Sheriff’s Office. Able to apply those policies to everyday situations and is able to guide and assist his/her peers in difficult situations.

Personal Development

The motivation and the desire to constantly improve personal skills, ability, and level of education.

Evaluates the employee’s motivation and desire to constantly improve themselves. This occurs through the use of all available resources from on the job training to formal education, training, and involvement in special opportunities provided by the law enforcement community.

- (1 to 3) **Unsatisfactory** – Lacks motivation and desire for self-improvement. Does not participate in opportunities for training and education. Makes no effort to continue the learning process, other than mandatory requirements.
- (4) **Meets Expectations** – Possesses the desire and motivation for self-improvement. Takes advantage of opportunities to further education, knowledge, and experience.
- (5 to 7) **Exceeds Expectations** – Has a great desire for self-improvement. Seizes every possible opportunity for education and training. Makes every attempt to gain as much experience as possible in the law enforcement profession.

Community Involvement

Reflects a caring attitude for people in the community. Demonstrates caring attitude by involvement in community activities, organizations, or movements that enhances the quality of life in Blount County.

Evaluates the employee’s involvement in community organizations or activities that enhance the quality of life in Blount County. Also reflects the selfless attitude of the employee and willingness to help others.

- (1 to 3) **Unsatisfactory** – Employee lacks caring attitude for others. Lacks participation in any type of community activity or organization. Refuses to give of themselves for the betterment of the community or others.
- (4) **Meets Expectations** – Employee is involved in community activities to some extent. Demonstrates a caring attitude for others and seeks to assist others when needed.

- (5 to 7) **Exceeds Expectations** – Employee is involved in different community activities. Demonstrates a desire to get more involved. Seeks out areas to work in or with and is committed to making Blount County a better place to live and work.

Managerial Skills (Supervisors Only)

The ability to provide positive reinforcement or constructive criticism, depending on the situation to all subordinates fairly and consistently. The ability to manage and utilize all available resources effectively in any given situation. The ability to coordinate actions between different agencies or functions without conflict to accomplish the task at hand.

Evaluates the employee's ability to counsel subordinates in any situation fairly. To administer discipline fairly and consistently. To manage and coordinate difficult situations with different elements of the Sheriff's Office or other agencies without conflict and with effectiveness.

- (1 to 3) **Unsatisfactory** – Does not have the ability to encourage or constructively criticize subordinates. Is timid about dealing with situations where discipline is needed. Cannot fairly and consistently deal with problems. Is unable to manage situations with different elements involved. Unable to compromise and work together with other functions or agencies without conflict.
- (4) **Meets Expectations** – Has the ability to counsel subordinates in an encouraging manner. Has the ability to criticize in a constructive manner. Has the ability to manage complex situations involving different functions of the Sheriff's Office and other agencies. Is able to coordinate these activities without causing conflict.
- (5 to 7) **Exceeds Expectations** – Has the ability to counsel others and subordinates in an encouraging manner. Can offer criticism without being condescending. Has the ability to foresee possible conflict in situations and prevent it. Has the ability to manage and coordinate complex situations involving other functions or agencies without problems or conflicts.

Judgment (Supervisors Only)

Ability to use discretion in evaluating a situation and making a sound decision and using appropriate implementation tactics.

Evaluates the employee's ability to evaluate a situation or set of circumstances and make a sound decision. After making the decision implementing it within the policy and procedures of the Blount County Sheriff's Office as well as state laws.

- (1 to 3) **Unsatisfactory** – Unable to make a sound decision. Makes decisions that are contrary to the policy and procedure of the

Sheriff's Office and/or state law. Cannot appropriately implement a decision after it has been made.

- (4) **Meets Expectations** – Able to make a sound decision that falls within the guidelines of Sheriff's Office policy and procedure as well as state law. Is able to implement the decision appropriately.
- (5 to 7) **Exceeds Expectations** – Able to make a sound decision and foresee any problems before they occur. Able to make adjustments as needed to avoid or circumvent problems during the implementation stage.

Professional Qualities

(Supervisors Only)

Characteristics possessed that reflect confidence, experience, and knowledge. Includes all aspects of appearance, presence, and ability to communicate with others. Projects honesty, competence and loyalty.

Evaluates the employee's ability to reflect confidence, experience, knowledge in appearance and presence. Also, their ability to communicate with others and to display honesty, competence and loyalty without the appearance of arrogance.

- (1 to 3) **Unsatisfactory** – Unable to show confidence. Lacks experience and presence. Unable to communicate clearly with others. Lacks the qualities of honesty and competence. Appearance of arrogance during interaction with others.
- (4) **Meets Expectations** – Able to demonstrate confidence and experience. Has a presence that reflects honesty and competence. Can communicate clearly and does not appear arrogant. Appearance reflects these qualities.
- (5 to 7) **Exceeds Expectations** – Shows confidence and experience in all activities. Very presence reflects honesty and competence in everything accomplished. Can communicate well with others in any environment and can do so in a humble and respectful manner. Physical appearance reflects all of these qualities.



Blount County Sheriff's Office

Human Resources Manual

Appendix 14-B



Standardized Performance Evaluation Guidelines CRIMINAL INVESTIGATIONS

Introduction

The heart of the Performance Management System is the evaluation of employees by their supervisors based on standards and expectations that have been previously communicated. These guidelines being prepared for each function are designed to assist supervisors (in what is admittedly a subjective process) by presenting the performance dimensions that are to be used in a function's evaluation program and then providing basic information on the expectations surrounding each standard that has been developed for each dimension. It is impossible to ensure that every supervisor rates his or her employees as all other supervisors rate theirs, but it is hoped these guidelines will provide the best opportunity to have as objective evaluation process as possible. As with anything else, the quality of the output is often only as good as the quality of the input, meaning it will be up to each supervisor to work within these guidelines and not hesitate to ask questions and seek assistance whenever they have problems.

The performance dimensions, standards, and guidelines presented below may be changed at any time the supervisors in the function feel they need to be. These guidelines should always be considered a draft in progress and never considered the "final word." Jobs change, laws change, organizations change, and so on, making it essential that all supervisors, working as a team, review these guidelines during and after each rating period to ensure they are still valid.

The Rating Process

When rating employees, the goal is for everyone to score 4, or for everyone to meet the expectations of their job. It should not be easy to score a 4, and every effort should be made to avoid the easy way out by rating all of your employees the same way. There aren't many employees who do not have a few problem areas among the standards that need to be rated, and it is a disservice to them to not point out where they may not be meeting the standards set forth by your function and/or unit. If you have an employee who is failing in a certain performance standard, but you know he or she should be able to perform up to the standards, score them with a 3 for that standard and explain where they may be failing to meet the standard. Obviously if they are rated with a 1 or 2, you have recognized serious problems that must be corrected in order for the employee to continue to work in that job. The same goes for those who are exceeding expectations. Encourage these employees to continue to exceed, and if you feel you can clearly justify a higher rating, do so.

Dimensions and Performance Standards

Presented below are the dimensions that have been identified as critical to the performance of jobs in this function, and more importantly, the performance standards that

have been identified within each dimension. You will need to read each of these carefully prior to rating your employees. If you feel any of these need to be changed, contact your function Captain or Deputy Chief who will get with the Deputy Chief of Administration or designee to address the concerns.

Adaptability/Attitude

Willingness and ability to adjust to changes in tasks, assignments, and function goals and objectives as well as expressions of personal feelings that effect job performance and interactions with other employees.

Acceptance of Feedback - *Evaluates the way the employee accepts the supervisor's criticism and how that feedback is used to improve performance.*

- (1 to 3) **Unsatisfactory** - Rationalizes mistakes, denies that errors were made, is argumentative, refuses to, or does not attempt to, make corrections. Considers criticism as a personal attack.
- (4) **Meets Expectations** - Accepts criticism in a positive manner and applies it to improve performance and further learning.
- (5 to 7) **Exceeds Expectations** - Actively solicits criticism/feedback in order to further learning and improve performance. Does not argue or blame others for errors.

Attitude Towards Work in Law Enforcement - *Evaluates how the employee views career in terms of personal motivation, goals, and acceptance of the responsibility of the job.*

- (1 to 3) **Unsatisfactory** - Sees career only as a job, uses job to boost ego, abuses authority, demonstrates little dedication to the principles of the profession.
- (4) **Meets Expectations** - Demonstrates an active interest in his or her career and in law enforcement responsibilities.
- (5 to 7) **Exceeds Expectations** - Uses off-duty time to further professional knowledge and improve skills. Demonstrates concern for the fair and equitable enforcement of the law, maintaining high ideals in terms of professional responsibility.

Voice Command - *Evaluates the employee's ability to gain and maintain control of situations through verbal command and instruction.*

- (1 to 3) **Unsatisfactory** - Speaks too softly or timidly, speaks too loudly, confuses or angers listeners by what is said and/or how it is said. Fails to use voice when appropriate or speaks when inappropriate.
- (4) **Meets Expectations** - Speaks with authority in a calm, clear voice and uses proper selection of words and knowledge of when and how to use them.

- (5 to 7) **Exceeds Expectations** - Completely controls with voice tone, word selection, inflection, and the bearing that accompanies what is said. Restores order in even the most trying situations through the use of voice.

Physical Skill - *Evaluates the employee's ability to use proper level of force for the given situation.*

- (1 to 3) **Unsatisfactory** - Uses too little or too much force for the given situation. Is physically unable to perform the task. Does not use proper restraint.
- (4) **Meets Expectations** - Obtains and maintains control through use of the proper amounts and techniques of force application.
- (5 to 7) **Exceeds Expectations** – Employee displays an excellent knowledge and ability in the use of restraints. Selects the right amount of force for the given situation. Is in good physical condition.

Decision Making

The ability to give proper consideration to all possible alternative courses of action and make the proper decision for the proper circumstances. The ability to make those decisions under stress and with little time to act.

Decision Making - *Evaluates the employee's performance in terms of arriving at sound judgments and making proper decisions.*

- (1 to 3) **Unsatisfactory** - Acts without thought or good reason. Is often indecisive and naive. Cannot recall previous solutions and apply them in like situations.
- (4) **Meets Expectations** - Able to reason to make a sound, timely decision in routine situations. Decisions made are reasonable, based upon information available. Perceives situations as they really are. Makes decisions without assistance.
- (5 to 7) **Exceeds Expectations** - Able to reason through even the most complex situations and is able to make appropriate conclusions. Has excellent perception. Relates past solutions to present problems.

Problem Solving

Ability to manage complex and stressful situations with the ability to identify possible problems in a timely manner. The ability to identify and evaluate potential solutions and the positive or negative impact they could have on public and personnel safety and

welfare. The ability to apply Sheriff's Office policy, state law, and federal law to all possible solutions and choose the most appropriate action.

Problem Solving- Evaluates the employee's performance in terms of ability to perceive problems or potential problems. The ability to evaluate possible solutions and choose the most appropriate for the solution.

(1 to 3) **Unsatisfactory**- Is unable to identify problems or potential problems. If the problem is identified they cannot reason through it and come to a sound, acceptable solution.

(4) **Meets Expectations**- Able to reason through a problem and come to an acceptable conclusion in routine situations. Readily identifies problems and applies appropriate solutions in a timely manner.

(5 to 7) **Exceeds Expectations**- Able to reason through even the most complex situations and is able to reach the appropriate conclusions. Has excellent perception. Anticipates problems and prepares resolution in advance.

Dependability

Consistently performing duties in a reliable and knowledgeable manner with minimum supervision.

Punctuality – Evaluates the employee's ability to attend to scheduled activities when required and in a manner necessary to attend to whatever duties and responsibilities that may be required.

(1 to 3) **Unsatisfactory** – Consistently fails to appear at scheduled events and activities such as roll call, training, court, etc. Not ready to perform required duties and responsibilities when appearing for scheduled activities.

(4) **Meets Expectations** – Appears at scheduled events and activities ready to perform required duties and responsibilities.

(5 to 7) **Exceeds Expectations** – Consistently appears at scheduled events and activities with equipment ready for whatever duties are required.

Self-Initiated Activity - Evaluates the employee's ability to recognize, determine course of action, and use available resources to get the job, task, or scheduled or unscheduled activity done with minimum supervision.

- (1 to 3) **Unsatisfactory** - Does not see or avoids tasks that are apparent to other deputies. Must be told by other deputies or supervisors to do tasks or they will not get done. Employee must be followed up on or activity may or may not get done.
- (4) **Meets Expectations** - Recognizes and identifies tasks that must be performed and gets them done with minimum supervision. Usually no follow up is necessary with trainee.
- (5 to 7) **Exceeds Expectations** - Is constantly aware of his or her surroundings and the tasks that have to be done to safely and completely do the job as required. Keeps co-workers conscious of duties that are to be completed when they do not see or remember them. Work never needs to be checked or followed up on.

Professional Image

Presenting and maintaining a professional appearance through grooming, dress, and personal actions, including proper maintenance and usage of all assigned equipment.

General Appearance - Evaluates physical appearance, dress, and demeanor.

- (1 to 3) **Unsatisfactory** - Shoes are dirty and clothing is wrinkled and improperly worn. Hair is not properly groomed and/or in violation of Sheriff's Office regulations (unless permission is given otherwise for operational necessity). Personal equipment is missing or inoperative. Consistently has offensive body odor and/or bad breath.
- (4) **Meets Expectations** - Clothing is neat and clean and worn properly. Weapon, leather, equipment is clean and operative. Hair within regulations, shoes are shined and clean.
- (5 to 7) **Exceeds Expectations** - Clothing is always neat and clean, shoes are shined and clean and displays professional attitude.

Communication/Relationships

Ability to interact with citizens and other employees in an appropriate and effective manner, effectively expressing and communicating ideas in writing, orally, and through non-verbal behavior.

With Citizens: General - Evaluates the employee's ability to interact with citizens (including suspects) in an appropriate, efficient manner.

- (1 to 3) **Unsatisfactory** – Employee is abrupt, belligerent, overbearing, arrogant, and uncommunicative. Overlooks or avoids “service” aspect of job. Introverted, insensitive, and uncaring.
- (4) **Meets Expectations** - Courteous, friendly, and empathetic, communicating in a professional, unbiased manner, and is service oriented.
- (5 to 7) **Exceeds Expectations** - Is very much at ease with citizen contacts, quickly establishing rapport and leaving people with the feeling that the Investigator was interested in serving them. Is objective in all contacts.

With Ethnic Groups Other than his Own - Evaluates the employee's ability to interact with members of ethnic or racial groups other than own in an appropriate, efficient manner.

- (1 to 3) **Unsatisfactory** - Is hostile or overly sympathetic. Is prejudicial, subjective, and/or biased. Treats members in this grouping differently than members of own ethnic or racial group would be treated.
- (4) **Meets Expectations** - Is at ease with members of other ethnic/racial groups. Serves their need objectively and with concern. Does not feel threatened when in their presence.
- (5 to 7) **Exceeds Expectations** - Understands the various cultural differences and uses this understanding to competently resolve situations and problems. Is totally objective and communicates in a manner that furthers mutual understanding.

With Other Sheriff's Office Employees - Evaluates the employee's ability to effectively interact with other employees of various ranks and in various capacities.

- (1 to 3) **Unsatisfactory** – Patronizes other employees and superiors, or is antagonistic towards them. Gossips. Is insubordinate, argumentative, and/or sarcastic. Resists instructions. Considers him or herself superior. Belittles others. Is not a “team” player. Frowns on others.
- (4) **Meets Expectations** - Adheres to the chain of command and accepts role in the organization. Good peer relationships and is accepted as a group member.
- (5 to 7) **Exceeds Expectations** - Is at ease in contact with superiors. Understands superiors' responsibilities, respects and supports their position. Peer-group leader.

Use of Routine Forms (Accuracy/Completeness) - Evaluates employee's ability to properly utilize forms necessary to job accomplishment.

- (1 to 3) **Unsatisfactory** - Is unaware that a form must be completed and/or is unable to complete the proper form for the given situation. Forms are incomplete, inaccurate, or improperly used.
- (4) **Meets Expectations** - Knows the commonly used forms and understands their use. Completes them with reasonable accuracy and thoroughness.
- (5 to 7) **Exceeds Expectations** - Consistently makes accurate form selection and rapidly completes detailed forms without assistance. Displays high degree of accuracy.

Report Writing (Organization/Details) - Evaluates the employees' ability to prepare reports that accurately reflect the situation and in a detailed, organized manner.

- (1 to 3) **Unsatisfactory** - Unable to organize information and reduce it to writing, leaving out pertinent details in report.
- (4) **Meets Expectations** - Completes reports, organizing information in a logical manner, with reports contain the required information and details.
- (5 to 7) **Exceeds Expectations** - Reports are a complete and detailed accounting of events from beginning to end, written and organized so that reader understands what occurred.

Report Writing (Grammar/Spelling/Neatness) - Evaluates the employee's ability to use proper English, to follow the rules for spelling, and to write neatly.

- (1 to 3) **Unsatisfactory** - Reports are illegible and contain an excessive number of misspelled words. Sentence structure or word usage is improper or incomplete.
- (4) **Meets Expectations** - Reports are legible and grammar is at an acceptable level. Spelling is acceptable and errors are rare. Errors, if present, do not impair an understanding of the report.
- (5 to 7) **Exceeds Expectations** - Reports are very neat and legible containing no spelling or grammar errors.

Report Writing (Appropriate Time Used) - Evaluates the employee's efficiency relative to the amount of time taken to write a report.

- (1 to 3) **Unsatisfactory** - Requires an excessive amount of time to complete a report.
- (4) **Meets Expectations** - Completes reports within a reasonable amount of time.

- (5 to 7) **Exceeds Expectations** - Completes reports very quickly and accurately.

Job Knowledge

Application and use of training and on-the-job experience to effectively perform job tasks in line with guidelines established in policies and standard operating procedures.

Knowledge of Sheriff's Office Policies and Procedures - Evaluates employee's knowledge of Sheriff's Office procedures and ability to apply this knowledge under field conditions.

- (1 to 3) **Unsatisfactory** - Fails to display knowledge of Sheriff's Office policies/regulations or violates them.
- (4) **Meets Expectations** - Familiar with most commonly applied Sheriff's Office policies/regulations and complies with them.
- (5 to 7) **Exceeds Expectations** - Has an excellent working knowledge of department policies/regulations, including less known and seldom used ones.

Knowledge of Criminal Statutes – Evaluates employee's knowledge of the criminal statutes and ability to apply that knowledge to field situations.

- (1 to 3) **Unsatisfactory** - Does not know the elements or basic sections of the codes. Does not recognize criminal offenses when encountered or makes mistakes relative to whether or not crimes have been committed and, if so, which crimes.
- (4) **Meets Expectations** - Recognizes commonly encountered criminal offenses and applies appropriate section of the code. Knows difference between criminal and non-criminal activity.
- (5 to 7) **Exceeds Expectations** - Has outstanding knowledge of the criminal codes and applies that knowledge to normal and unusual criminal activity.

Knowledge of Codes of Criminal Procedure – Evaluates employee's knowledge of criminal procedures, including laws of arrest and search/seizure. Evaluates ability to apply those procedures to field situations.

- (1 to 3) **Unsatisfactory** - Violates procedural requirements and attempts to conduct illegal searches, attempts to seize evidence illegally, and attempts to arrest unlawfully.

- (4) **Meets Expectations** - Follows required procedure in commonly encountered situations. Conducts proper searches and seizes evidence legally. Arrests are made within legal guidelines.
- (5 to 7) **Exceeds Expectations** - Follows required procedure in all cases, accurately applying law relative to searching, seizing evidence, and affecting arrests.

Court Testifying - Evaluates employee's skill for testifying in court.

- (1 to 3) **Unsatisfactory** - Fails to study case prior to presentation. Testimony is not clear, concise, and relevant and is hostile to the defense attorney, district attorney, or judge.
- (4) **Meets Expectations** - Presents the facts of the case in a clear, concise, and relevant manner, and is seldom requested to explain his or her testimony, and is polite to court officials.
- (5 to 7) **Exceeds Expectations** - Has a full understanding of proper courtroom demeanor, preparing cases in such a manner as to be totally familiar with the facts.

Driving Skills (Normal Conditions) - Evaluates employee's skill in the operation of a law enforcement vehicle under normal driving conditions.

- (1 to 3) **Unsatisfactory** - Frequently violates traffic laws, has been involved in a chargeable accident(s), fails to maintain control of vehicle, or displays poor manipulative skills in vehicle operation.
- (4) **Meets Expectations** - Obeys traffic laws when appropriate while maintaining control of the vehicle and alertness to surrounding activity. Drives defensively.
- (5 to 7) **Exceeds Expectations** - Sets an example for lawful, courteous driving, maintaining complete control of the vehicle while operating radio and observing traffic. Is a superior defensive driver.

Driving Skills (Moderate and High Stress Conditions) – Evaluates employee's skill in vehicle operations under emergency situations and in situations calling for other than usual driving skill.

- (1 to 3) **Unsatisfactory** – Employee has been involved in a chargeable accident(s) under stress conditions. Improperly or unnecessarily uses warning lights and siren. Drives too fast or too slow for the situation. Loses control of the vehicle.
- (4) **Meets Expectations** - Maintains control of vehicle and evaluates driving conditions properly.
- (5 to 7) **Exceeds Expectations** - Displays high degree of reflex ability and driving competence. Anticipates driving situations in advance and

acts accordingly. Practices defensive techniques. Responds very well relative to the degree of stress present.

Orientation/Response Time to Calls - Evaluates employee's awareness of surroundings, ability to find locations, and arrive at destination within an acceptable period of time.

(1 to 3) **Unsatisfactory** - Unaware of location while on duty. Does not properly use maps. Unable to relate location to destination. Gets lost. Expend too much time getting to destination.

(4) **Meets Expectations** - Is aware of location while on duty. Properly uses maps. Can relate location to destination. Arrives within reasonable amount of time.

(5 to 7) **Exceeds Expectations** - Remembers locations from previous visits and does not need a map to get to most locations. Is aware of shortcuts and uses them to save time, having a high level of orientation to the area.

Field Performance (Non-Stress Conditions) - Evaluates the employee's ability to perform routine, non-stress law enforcement activities.

(1 to 3) **Unsatisfactory** - When confronted with a routine task, becomes confused and disoriented, unable to determine course of action or takes wrong course of action. Avoids taking course of action.

(4) **Meets Expectations** - Properly assesses routine situations, determines appropriate action, and takes action.

(5 to 7) **Exceeds Expectations** - Properly assesses situations including unusual or complex ones. Determines appropriate course of action and takes it.

Field Performance (Stress Conditions) - Evaluates the employee's ability to perform in moderate to high stress situations.

(1 to 3) **Unsatisfactory** - Becomes emotional, is panic-stricken, cannot function, holds back, loses temper, or displays cowardice. Overreacts.

(4) **Meets Expectations** - Maintains calm and self-control, determines proper course of action and takes it. Does not allow the situation to further deteriorate.

(5 to 7) **Exceeds Expectations** - Maintains calm and self-control in even the most extreme situations. Quickly restores control in a situation and takes command. Determines best course of action and takes it.

Investigative Skill - Evaluates employee's ability to conduct a proper investigation with an emphasis on crime scene investigation procedures.

- (1 to 3) **Unsatisfactory** - Conducts investigations improperly and is unable to accurately diagnose offense committed. Fails to discern readily available evidence, making frequent mistakes when identifying, collecting, or protecting evidence. Does not connect evidence with suspect when apparent. Lacks skill in collection and preservation of fingerprints. Does not protect crime scene.
- (4) **Meets Expectations** - Follows proper investigation procedure in all but most difficult and/or unusual cases. Is generally accurate in diagnosis of nature of offense committed. Collects, tags, logs, and protects evidence properly. Connects evidence with suspect when apparent. Collects "readable" fingerprints from most surfaces when available.
- (5 to 7) **Exceeds Expectations** - Always follows proper investigation procedures, and always accurate in diagnosis of offense committed. Connects evidence with suspect even when not apparent, having the skills of a Crime Scene Technician relating to the collection and identification skills. Can collect "readable" fingerprints from any possible surface when available.

Interview/Interrogation Skills - *Evaluates the employee's ability to use proper questioning techniques; to vary techniques to fit person being interviewed/interrogated; to follow proper procedures.*

- (1 to 3) **Unsatisfactory** - Fails to use proper questioning techniques. Does not elicit and/or record available information. Does not establish appropriate rapport with subject and/or does not control interrogation of suspect. Fails to give Miranda warning.
- (4) **Meets Expectations** - Generally uses proper questioning techniques. Elicits most available information and records it. Establishes proper rapport with most victims/witnesses. Controls the interrogation of most suspects and generally conducts a proper Miranda admonition.
- (5 to 7) **Exceeds Expectations** - Always uses proper questioning techniques. Establishes rapport with all victims/witnesses. Controls the interrogation of even the most difficult suspects. Conducts successful interrogations of them.

Self-Initiated Field Activity - *Evaluates the employee's interest and ability to initiate law enforcement-related activity, and to act on even low-priority situations.*

- (1 to 3) **Unsatisfactory** - Does not see or avoids activity. Does not follow up on situations. Rationalizes suspicious circumstances. Does not have a broad orientation to the job.
- (4) **Meets Expectations** - Recognizes and identifies law enforcement-related activity. Has a broad orientation to the job, including low-priority activity.

(5 to 7) **Exceeds Expectations** - Seldom misses observable activity. Makes good quality arrests and/or proper dispositions from observed activity. Thinks well “on their feet”.

Officer Safety (General) - Evaluates the employee’s ability to perform law enforcement tasks without injuring self or others, or exposing self or others to unnecessary danger/risk.

(1 to 3) **Unsatisfactory** - Fails to follow accepted safety procedures or to exercise officer safety, such as:

- Exposes weapons to suspect (baton, handgun, etc.)
- Fails to keep gun hand free during enforcement situations.
- Stands in front of violator’s car door.
- Fails to control suspect’s movement.
- Does not keep suspect/violator in sight.
- Fails to use illumination when necessary or uses it improperly.
- Fails to utilize or maintain personal safety equipment.
- Does not anticipate potentially dangerous situations.
- Stands too close to passing vehicular traffic.
- Is careless with gun and other weapons.
- Stands in front of doors when knocking.
- Makes poor choice of which weapon to use and when to use it.
- Fails to cover other deputies and Investigators.
- Stands between law enforcement vehicle and violator’s vehicle on car stop.

(4) **Meets Expectations** - Follows accepted safety procedures. Understands and applies them.

(5 to 7) **Exceeds Expectations** - Always works safely, foreseeing dangerous situations and preparing for them. Keeps partner informed and determines the best position for self and partner. Is not overconfident.

Officer Safety (Suspects, Suspicious Persons, and Prisoners) - Evaluates the employee’s ability to perform law enforcement tasks in a safe manner while dealing with suspects, suspicious persons, or prisoners.

(1 to 3) **Unsatisfactory** - Violates safety principles outlined above. Fails to “pat search,” confronting people while seated in a vehicle, fails to handcuff when appropriate. Conducts poor searches and fails to maintain a position of advantage to prevent attack or escape.

(4) **Meets Expectations** - Follows accepted safety procedures with suspects, suspicious persons, or prisoners.

(5 to 7) **Exceeds Expectations** - Foresees potential danger and eliminates or controls it. Maintains position of advantage in even the most

demanding situations. Is alert to changing situations and prevents opportunities for danger from developing.

Physical Fitness

Maintaining a level of physical preparedness that enables one to successfully perform required tasks.

- (1 to 3) **Unsatisfactory** – Consistently unable to physically perform the duties of the job due to incapacity resulting from mental or physical imparities.
- (4) **Meets Expectations** – Maintains physical fitness and is able to physically and mentally perform duties and responsibilities in a satisfactory manner.
- (5 to 7) **Exceeds Expectations** – Follows a program of physical and mental fitness using the equipment in the Sheriff's Office, or participates in a program at a local fitness center, designed to make the employee sound physically and mentally and capable of handling any aspects of the job.

Professional Ethics

A code of moral principles and behaviors of a person with respect to what is right or wrong in dealing with internal values that shape decisions concerning social responsibility.

Professional Ethics- Evaluates the employee's professional principles and behaviors with respect to what is right and wrong while dealing with internal values that are a part of the Sheriff's Office, and shapes decisions concerning social responsibility with respect to the community.

- (1 to 3) **Unsatisfactory-** Unable to apply principles and behaviors concerning right and wrong to the standards set forth by the policy of the Blount County Sheriff's Office and the legal and social guidelines of the community. Experiences problems in the areas of professional life that reflects negatively on the Blount County Sheriff's Office or the law enforcement profession and / or adversely affects its relationship with the community.
- (4) **Meets Expectations-** Is able to apply principles and behaviors concerning right and wrong to the standards set forth by the policy of the Blount County Sheriff's Office and legal and social guidelines of the community. Is able to make appropriate decisions in both professional and personal life. If problems are experienced the employee is able to limit them to minor and deal with them appropriately in a timely manner.
- (5 to 7) **Exceeds Expectations-** Is able to apply principles and behaviors concerning right and wrong. Lifestyle exceeds the standards set forth by the policy of the Blount County Sheriff's Office and the legal

and social guidelines of the community. The employee sets an example for their peers and / or subordinates to follow.

Care and Use of Equipment

The ability to demonstrate safe and lawful operation of assigned vehicles and equipment in accordance with state law as well as Sheriff's Office Policy and Procedures. The ability to maintain equipment in a clean, dry and serviceable condition.

Care and use of equipment – Evaluates the employee's ability to operate equipment in accordance with state law as well as policy and to maintain it in proper condition.

- (1 to 3) **Unsatisfactory** – Demonstrates inability to operate assigned vehicle or issued equipment in accordance with state law or policy and procedures of the Sheriff's Office. Does not maintain equipment in a clean, dry and serviceable condition or have needed equipment available for use at all times.
- (4) **Meets Expectations** – Demonstrates ability to operate assigned vehicle and issued equipment in accordance with state law and policy and procedures of the Sheriff's Office. Maintains equipment in a clean, dry and serviceable condition and has needed equipment available at all times.
- (5 to 7) **Exceeds Expectations** – Demonstrates ability to operate assigned vehicle and issued equipment in such a manner that is above and beyond what is expected. Exceeds standards set by state law and Sheriff's Office policy and procedure. Maintains equipment in such a way that exceeds the operability and appearance standards and ensures that all needed equipment is readily available at all times and is able to assist peers in times of need.

Knowledge of Policy and Procedures

The understanding of policy and procedures and the ability to conform to them, as well as the ability to apply them to everyday situations.

Evaluates the employee on their ability to recall and apply the policy and procedures of the Sheriff's Office to everyday situations. Also evaluates their ability to conform to these policies even though their personal preference or opinion may differ.

- (1 to 3) **Unsatisfactory** – Acts without consideration of the policy and procedures of the Sheriff's Office. Cannot or will not apply these policies to themselves or their decision making process.
- (4) **Meets Expectations** – Acts with due regard and within the perimeters of the policy and procedures of the Sheriff's Office. Conforms to all policy and procedure and is able to apply them to every day decision-making process.
- (5 to 7) **Exceeds Expectations** – Thinks ahead and considers situations that might result from certain actions taken that could cause conflict

between those actions and the policy and procedures of the Sheriff's Office. Able to apply those policies to everyday situations and is able to guide and assist his/her peers in difficult situations.

Personal Development

The motivation and the desire to constantly improve personal skills, ability, and level of education.

Evaluates the employee's motivation and desire to constantly improve themselves. This occurs through the use of all available resources from on the job training to formal education, training, and involvement in special opportunities provided by the law enforcement community.

- (1 to 3) **Unsatisfactory** – Lacks motivation and desire for self-improvement. Does not participate in opportunities for training and education. Makes no effort to continue the learning process, other than mandatory requirements.
- (4) **Meets Expectations** – Possesses the desire and motivation for self-improvement. Takes advantage of opportunities to further education, knowledge, and experience.
- (5 to 7) **Exceeds Expectations** – Has a great desire for self-improvement. Seizes every possible opportunity for education and training. Makes every attempt to gain as much experience as possible in the law enforcement profession.

Community Involvement

Reflects a caring attitude for people in the community. Demonstrates caring attitude by involvement in community activities, organizations, or movements that enhances the quality of life in Blount County.

Evaluates the employee's involvement in community organizations or activities that enhance the quality of life in Blount County. Also reflects the selfless attitude of the employee and willingness to help others.

- (1 to 3) **Unsatisfactory** – Employee lacks caring attitude for others. Lacks participation in any type of community activity or organization. Refuses to give of themselves for the betterment of the community or others.
- (4) **Meets Expectations** – Employee is involved in community activities to some extent. Demonstrates a caring attitude for others and seeks to assist others when needed.
- (5 to 7) **Exceeds Expectations** – Employee is involved in different community activities. Demonstrates a desire to get more involved.

Seeks out areas to work in or with and is committed to making Blount County a better place to live and work.

Managerial Skills (Supervisors Only)

The ability to provide positive reinforcement or constructive criticism, depending on the situation to all subordinates fairly and consistently. The ability to manage and utilize all available resources effectively in any given situation. The ability to coordinate actions between different agencies or functions without conflict to accomplish the task at hand.

Evaluates the employee's ability to counsel subordinates in any situation fairly. To administer discipline fairly and consistently. To manage and coordinate difficult situations with different elements of the Sheriff's Office or other agencies without conflict and with effectiveness.

- (1 to 3) **Unsatisfactory** – Does not have the ability to encourage or constructively criticize subordinates. Is timid about dealing with situations where discipline is needed. Cannot fairly and consistently deal with problems. Is unable to manage situations with different elements involved. Unable to compromise and work together with other functions or agencies without conflict.

- (4) **Meets Expectations** – Has the ability to counsel subordinates in an encouraging manner. Has the ability to criticize in a constructive manner. Has the ability to manage complex situations involving different functions of the Sheriff's Office and other agencies. Is able to coordinate these activities without causing conflict.

- (5 to 7) **Exceeds Expectations** – Has the ability to counsel others and subordinates in an encouraging manner. Can offer criticism without being condescending. Has the ability to foresee possible conflict in situations and prevent it. Has the ability to manage and coordinate complex situations involving other functions or agencies without problems or conflicts.

Judgment (Supervisors Only)

Ability to use discretion in evaluating a situation and making a sound decision and using appropriate implementation tactics.

Evaluates the employee's ability to evaluate a situation or set of circumstances and make a sound decision. After making the decision implementing it within the policy and procedures of the Blount County Sheriff's Office as well as state laws.

- (1 to 3) **Unsatisfactory** – Unable to make a sound decision. Makes decisions that are contrary to the policy and procedure of the Sheriff's Office and/or state law. Cannot appropriately implement a decision after it has been made.

- (4) **Meets Expectations** – Able to make a sound decision that falls within the guidelines of Sheriff's Office policy and procedure as well as state law. Is able to implement the decision appropriately.
- (5 to 7) **Exceeds Expectations** – Able to make a sound decision and foresee any problems before they occur. Able to make adjustments as needed to avoid or circumvent problems during the implementation stage.

Professional Qualities

(Supervisors Only)

Characteristics possessed that reflect confidence, experience, and knowledge. Includes all aspects of appearance, presence, and ability to communicate with others. Projects honesty, competence and loyalty.

Evaluates the employee's ability to reflect confidence, experience, knowledge in appearance and presence. Also, their ability to communicate with others and to display honesty, competence and loyalty without the appearance of arrogance.

- (1 to 3) **Unsatisfactory** – Unable to show confidence. Lacks experience and presence. Unable to communicate clearly with others. Lacks the qualities of honesty and competence. Appearance of arrogance during interaction with others.
- (4) **Meets Expectations** – Able to demonstrate confidence and experience. Has a presence that reflects honesty and competence. Can communicate clearly and does not appear arrogant. Appearance reflects these qualities.
- (5 to 7) **Exceeds Expectations** – Shows confidence and experience in all activities. Very presence reflects honesty and competence in everything accomplished. Can communicate well with others in any environment and can do so in a humble and respectful manner. Physical appearance reflects all of these qualities.



Blount County Sheriff's Office

Human Resources Manual

Appendix 14-C



Standardized Performance Evaluation Guidelines COURT SERVICES

Introduction

The heart of the Performance Management System is the evaluation of employees by their supervisors based on standards and expectations that have been previously communicated. These guidelines being prepared for each function are designed to assist supervisors (in what is admittedly a subjective process) by presenting the performance dimensions that are to be used in a function's evaluation program and then providing basic information on the expectations surrounding each standard that has been developed for each dimension. It is impossible to ensure that every supervisor rates his or her employees as all other supervisors rate theirs, but it is hoped these guidelines will provide the best opportunity to have as objective evaluation process as possible. As with anything else, the quality of the output is often only as good as the quality of the input, meaning it will be up to each supervisor to work within these guidelines and not hesitate to ask questions and seek assistance whenever they have problems.

The performance dimensions, standards, and guidelines presented below may be changed at any time the supervisors in the function feel they need to be. These guidelines should always be considered a draft in progress and never considered the "final word." Jobs change, laws change, organizations change, and so on, making it essential that all supervisors, working as a team, review these guidelines during and after each rating period to ensure they are still valid.

The Rating Process

When rating employees, the goal is for everyone to score 4, or for everyone to meet the expectations of their job. It should not be easy to score a 4, and every effort should be made to avoid the easy way out by rating all of your employees the same way. There aren't many employees who do not have a few problem areas among the standards that need to be rated, and it is a disservice to them not to point out where they may not be meeting the standards set forth by your function and/or unit. If you have an employee who is failing in a certain performance standard, but you know he or she should be able to perform up to the standards, score them with a 3 for that standard and explain where they may be failing to meet the standard. Obviously if they are rated with a 1 or 2, you have recognized serious problems that must be corrected in order for the employee to continue to work in that job. The same goes for those who are exceeding expectations. Encourage these employees to continue to exceed, and if you feel you can clearly justify a higher rating, do so.

Dimensions and Performance Standards

Presented below are the dimensions that have been identified as critical to the performance of jobs in this function, and more importantly, the performance standards that have been identified within each dimension. You will need to read each of these carefully prior to rating your employees. If you feel any of these need to be changed, contact your function Captain or Deputy Chief who will get with the Deputy Chief of Administration or designee to address the concerns. Use these dimensions and performance standards to complete the performance evaluation forms designed specifically for your function, examples of which are attached as appendices to these guidelines.

Adaptability/Attitude

Willingness and ability to adjust to changes in tasks, assignments, and function goals and objectives as well as expressions of personal feelings that effect job performance and interactions with other employees.

Acceptance of feedback - *Evaluates the way the employee accepts the supervisor's criticism and how that feedback is used to improve performance.*

- (1 to 3) **Unsatisfactory** - Rationalizes mistakes, denies that errors were made, is argumentative, refuses to, or does not attempt to, make corrections. Considers criticism as a personal attack.
- (4) **Meets Expectations** - Accepts criticism in a positive manner and applies it to improve performance and further learning.
- (5 to 7) **Exceeds Expectations** - Actively solicits criticism/feedback in order to further learning and improve performance. Does not argue or blame others for errors.

Attitude Towards Work - *Evaluates how the employee views career in terms of personal motivation, goals, and acceptance of the responsibility of the job.*

- (1 to 3) **Unsatisfactory** - Sees the position only as a job or uses job to boost ego, abuses authority, demonstrates little dedication to the principles of the profession.
- (4) **Meets Expectations** - Demonstrates an active interest in his or her duties and responsibilities.
- (5 to 7) **Exceeds Expectations** - Uses off-duty time to further professional knowledge and improve skills, maintaining high ideals in terms of professional responsibility.

Voice Command - *Evaluates the employee's ability to gain and maintain control of situations through verbal command and instruction.*

- (1 to 3) **Unsatisfactory** - Speaks too softly or timidly, speaks too loudly, confuses or angers listeners by what is said and/or how it is said. Fails to use voice when appropriate or speaks when inappropriate.

- (4) **Meets Expectations** - Speaks with authority in a calm, clear voice, and uses proper selection of words and knowledge of when and how to use them.
- (5 to 7) **Exceeds Expectations** - Completely controls with voice tone, word selection, inflection, and the bearing that accompanies what is said. Restores order in even the most trying situations through the use of voice.

Physical Skill - *Evaluates the employee's ability to use proper level of force for the given situation.*

- (1 to 3) **Unsatisfactory** - Uses too little or too much force for the given situation. Is physically unable to perform the task. Does not use proper restraint.
- (4) **Meets Expectations** - Obtains and maintains control through use of the proper amounts and techniques of force application.
- (5 to 7) **Exceeds Expectations** – Displays an excellent knowledge and ability in the use of restraints. Selects the right amount of force for the given situation. Is in good physical condition.

Decision Making

The ability to give proper consideration to all possible alternative courses of action and make the proper decision for the proper circumstances. The ability to make those decisions under stress and with little time to act.

Decision Making - *Evaluates the employee's performance in terms of arriving at sound judgments and making proper decisions.*

- (1 to 3) **Unsatisfactory** - Acts without thought or good reason. Is often indecisive and naive. Cannot recall previous solutions and apply them in like situations.
- (4) **Meets Expectations** - Able to reason to make a sound, timely decision in routine situations. Decisions made are reasonable, based upon information available. Perceives situations as they really are. Makes decisions without assistance.
- (5 to 7) **Exceeds Expectations** - Able to reason through even the most complex situations and is able to make appropriate conclusions. Has excellent perception. Relates past solutions to present problems.

Problem Solving

Ability to manage complex and stressful situations with the ability to identify possible problems in a timely manner. The ability to identify and evaluate potential solutions and the positive or negative impact they could have on public and personnel safety and welfare. The ability to apply Sheriff's Office policy, state law, and federal law to all possible solutions and choose the most appropriate action.

Problem Solving- Evaluates the employee's performance in terms of ability to perceive problems or potential problems. The ability to evaluate possible solutions and choose the most appropriate for the solution.

- (1 to 3) **Unsatisfactory-** Is unable to identify problems or potential problems. If the problem is identified they cannot reason through it and come to a sound, acceptable solution.
- (4) **Meets Expectations-** Able to reason through a problem and come to an acceptable conclusion in routine situations. Readily identifies problems and applies appropriate solutions in a timely manner.
- (5 to 7) **Exceeds Expectations-** Able to reason through even the most complex situations and is able to reach the appropriate conclusions. Has excellent perception. Anticipates problems and prepares resolution in advance.

Dependability

Consistently performing duties in a reliable and knowledgeable manner with minimum supervision.

Punctuality – Evaluates the employee's ability to attend to scheduled activities when required and in a manner necessary to attend to whatever duties and responsibilities that may be required.

- (1 to 3) **Unsatisfactory** – Consistently fails to appear at scheduled events and activities such as the normal workday, training, court, etc. Not ready to perform required duties and responsibilities when appearing for scheduled activities.
- (4) **Meets Expectations** – Appears at scheduled events and activities ready to perform required duties and responsibilities.
- (5 to 7) **Exceeds Expectations** – Consistently appears at scheduled events and activities with equipment ready for whatever duties are required.

Self-Initiated Activity - Evaluates the employee's ability to recognize, determine course of action, and use available resources to get the job, task, or scheduled or unscheduled activity done with minimum supervision.

- (1 to 3) **Unsatisfactory** - Does not see or avoids tasks that are apparent to others. Must be told by a supervisor to do tasks or they will not get done. Employee must be followed up on or activity may or may not get done.
- (4) **Meets Expectations** - Recognizes and identifies tasks that must be performed and gets them done with minimum supervision. Usually no follow up is necessary.
- (5 to 7) **Exceeds Expectations** - Is constantly aware of his or her surroundings and the tasks that have to be done to safely and completely do the job required. Keeps co-workers conscious of duties that are to be completed when they do not see or remember them. Work never needs to be checked or followed up on.

Professional Image

Presenting and maintaining a professional appearance through grooming, dress, and personal actions, including proper maintenance and usage of all assigned equipment.

General Appearance - Evaluates physical appearance, dress, and demeanor.

- (1 to 3) **Unsatisfactory** - Shoes are dirty and uniform is wrinkled and improperly worn. Hair is not properly groomed and/or in violation of Sheriff's Office regulations. Personal equipment is missing or inoperative. Consistently has offensive body odor and/or bad breath.
- (4) **Meets Expectations** - Uniform is neat and clean and worn properly. Weapon, leather, equipment is clean and operative. Hair within regulations, shoes are shined and clean.
- (5 to 7) **Exceeds Expectations** - Uniform is neat and clean. Leather and shoes are shined and clean. Displays command bearing.

Communication/Relationships

Ability to interact with citizens and other employees, effectively expressing and communicating ideas in writing, orally, and through non-verbal behavior.

With Citizens: General - Evaluates the employee's ability to interact with citizens in an appropriate, efficient manner.

- (1 to 3) **Unsatisfactory** – Employee is abrupt, belligerent, overbearing, arrogant, and uncommunicative. Overlooks or avoids “service” aspect of job and is often introverted, insensitive, and uncaring.
- (4) **Meets Expectations** - Courteous, friendly, and empathetic. Communicates in a professional, unbiased manner, and is service oriented.
- (5 to 7) **Exceeds Expectations** - Is very much at ease with citizen contacts, quickly establishing rapport and leaving people with the feeling that the employee is interested in serving them and objective in all contacts.

With Ethnic Groups Other than his Own - Evaluates the employee's ability to interact with members of ethnic or racial groups other than own, in an appropriate, efficient manner.

- (1 to 3) **Unsatisfactory** – The employee is hostile or overly sympathetic being prejudicial, subjective, and biased, in his or her treatment of members in this grouping differently than members of his or her own ethnic or racial group would be treated.
- (4) **Meets Expectations** - Is at ease with members of other ethnic/racial groups, serving their need objectively and with concern. Does not feel threatened when in their presence.
- (5 to 7) **Exceeds Expectations** - Understands various cultural differences, using this understanding to competently resolve situations and problems, being totally objective and communicating in a manner that furthers mutual understanding.

With Other Sheriff's Office Employees - Evaluates the employee's ability to effectively interact with other employees of various ranks and in various capacities.

- (1 to 3) **Unsatisfactory** – Patronizes other employees and superiors, or is antagonistic towards them. Gossips and is insubordinate, argumentative, and/or sarcastic, resists instructions, and considers him or herself superior. Belittles others and is not a “team” player, often frowning on others.
- (4) **Meets Expectations** - Adheres to the chain of command and accepts his or her role in the organization, having good peer relationships and is accepted as a group member.

- (5 to 7) **Exceeds Expectations** - Is at ease in contact with superiors, understanding a superior's responsibilities, respecting and supporting their position, and is a peer-group leader.

Use of Routine Forms (Accuracy/Completeness) - Evaluates employee's ability to properly use forms necessary for job accomplishment.

- (1 to 3) **Unsatisfactory** – The employee is unaware that a certain form must be completed and/or is unable to complete the proper form for the given situation, resulting in forms being incomplete, inaccurate, or improperly used.

- (4) **Meets Expectations** - Knows commonly used forms and understands their use, completing them with reasonable accuracy and thoroughness.

- (5 to 7) **Exceeds Expectations** - Consistently makes accurate form selection and rapidly completes detailed forms without assistance, displaying a high degree of accuracy.

Report Writing (Organization/Details) - Evaluates the employees' ability to prepare reports that accurately reflect the situation and in a detailed, organized manner.

- (1 to 3) **Unsatisfactory** – The employee is unable to organize information and reduce it to writing, leaving out pertinent details in reports.

- (4) **Meets Expectations** - Completes reports, organizing information in a logical manner, ensuring they contain the required information and details.

- (5 to 7) **Exceeds Expectations** - Reports are a complete and detailed accounting of events from beginning to end, written and organized so that a reader understands what occurred.

Report Writing (Grammar/Spelling/Neatness) - Evaluates the employee's ability to use proper English, to follow the rules for spelling, and to write neatly.

- (1 to 3) **Unsatisfactory** - Reports are illegible and contain an excessive number of misspelled words. Sentence structure or word usage is improper or incomplete.

- (4) **Meets Expectations** - Reports are legible and grammar is at an acceptable level. Spelling is acceptable and errors are rare. Errors, if present, do not impair an understanding of the report.

- (5 to 7) **Exceeds Expectations** - Reports are very neat and legible containing no spelling or grammar errors.

Report Writing (Appropriate Time Used) - Evaluates the employee's efficiency relative to the amount of time taken to write a report.

- (1 to 3) **Unsatisfactory** - Requires an excessive amount of time to complete a report, consistently not meeting deadlines.
- (4) **Meets Expectations** - Completes reports within a reasonable amount of time.
- (5 to 7) **Exceeds Expectations** - Completes reports very quickly and accurately.

Job Knowledge

Ability to apply and use training and on-the-job experience to effectively perform job tasks in line with guidelines established in policies and standard operating procedures.

Knowledge of Court Services Standard Operating Procedures for Employee's Position - Evaluates employee's knowledge of standard operating procedures and ability to apply this knowledge under operating conditions.

- (1 to 3) **Unsatisfactory** - Continues to display a lack of knowledge of standard operating procedures or violates them.
- (4) **Meets Expectations** - Familiar with most commonly applied Sheriff's Office standard operating procedures, complying with them.
- (5 to 7) **Exceeds Expectations** - Has an excellent working knowledge of Sheriff's Office standard operating procedures, including less known and seldom used ones.

Knowledge of Court Procedure – Evaluates an employee's knowledge of court procedures, including ability to apply those procedures to court operations.

- (1 to 3) **Unsatisfactory** – Employee consistently violates procedural requirements.
- (4) **Meets Expectations** – Employee consistently follows required procedure in commonly encountered situations.
- (5 to 7) **Exceeds Expectations** – Employee follows required procedure in all court operations.

Driving Skills - Evaluates employee's skill in the operation of the police vehicle under normal driving conditions.

- (1 to 3) **Unsatisfactory** - Frequently violates traffic laws. Involved in chargeable accidents. Fails to maintain control of vehicle or displays poor manipulative skills in vehicle operation.

- (4) **Meets Expectations** - Obeys traffic laws when appropriate. Maintains control of the vehicle. Performs vehicle operation while maintaining alertness to surrounding activity. Drives defensively.
- (5 to 7) **Exceeds Expectations** - Sets an example for lawful, courteous driving. Maintains complete control of the vehicle while operating radio and observing traffic. Is a superior defensive driver.

Knowledge of State and Local Laws - Evaluates employee's knowledge of state and local laws encountered during employment in court services, also evaluating the employee's ability to apply this knowledge under operational conditions.

- (1 to 3) **Unsatisfactory** - Does not know the most often used codes and laws that apply to the duties and responsibilities in court services, and does not attempt to learn them.
- (4) **Meets Expectations** - Familiar with most commonly used laws and complies with them, applying this knowledge when used in operational situations.
- (5 to 7) **Exceeds Expectations** - Has outstanding knowledge of the laws that apply to court operations, court security, and legal process, accurately applying this knowledge in day-to-day situations.

Data Entry (Computer Skills) - Evaluates the employee's knowledge of computer operation, data entry, and the employee's progress in using the system software as it relates to court services operations and records.

- (1 to 3) **Unsatisfactory** - Does not attempt to learn basic computer operation or states that he or she cannot learn to operate a computer. Lets others do the computer entries.
- (4) **Meets Expectations** - Has a good general knowledge of court services computer needs, applying it during his or her workday, recognizing requirements for timely and correct entries on a daily basis.
- (5 to 7) **Exceeds Expectations** - Has an outstanding working knowledge of the computer systems and the need for and use of the information stored, and is comfortable and familiar with the computer system with the capability of instructing others in the use of the system.

Self-Initiated Activity - Evaluates the employee's interest and ability to initiate court or legal process-related activity, and to act on even low-priority situations.

(1 to 3) **Unsatisfactory** - Does not see or avoids activity, not following up on situations. Does not have a broad orientation to the job.

(4) **Meets Expectations** - Recognizes and identifies court or legal process-related activity, having a broad orientation to the job, including low-priority activity.

(5 to 7) **Exceeds Expectations** - Seldom misses observable activity, making good dispositions from observed activity, usually thinking well "on their feet".

Operational Performance - Evaluates the employee's ability to perform routine, non-stress activities.

(1 to 3) **Unsatisfactory** - When confronted with routine tasks, becomes confused and disoriented and is unable to determine a course of action or takes a wrong course of action. Avoids taking any course of action.

(4) **Meets Expectations** - Properly assesses routine situations, determines appropriate action, and takes action.

(5 to 7) **Exceeds Expectations** - Properly assesses situations including unusual or complex ones. Determines appropriate course of action and takes it.

Officer Safety - Evaluates the employee's ability to perform operational tasks in a safe manner while dealing with citizens, offenders, and inmates.

(1 to 3) **Unsatisfactory** - Violates operational safety standard operating procedures by failing to "pat search," conducting poor searches, and failing to maintain a position of advantage to prevent attack or escape.

(4) **Meets Expectations** - Follows accepted standard operating procedures relating to officer safety.

(5 to 7) **Exceeds Expectations** - Foresees potential danger and eliminates or controls it, maintaining a position of advantage in even the most demanding situations, and is alert to changing situations and prevents opportunities for danger from developing.

Physical Fitness

Maintaining a level of physical preparedness that enables one to successfully perform required tasks.

(1 to 3) **Unsatisfactory** – Consistently unable to physically perform the duties of the job due to mental or physical incapacity.

- (4) **Meets Expectations** – Maintains physical fitness and is able to physically and mentally perform duties and responsibilities in a satisfactory manner.
- (5 to 7) **Exceeds Expectations** – Follows a program of physical and mental fitness using the equipment in the Sheriff's Office, or participates in a program at a local fitness center, designed to make the employee sound physically and mentally and capable of handling any aspects of the job

Professional Ethics

A code of moral principles and behaviors of a person with respect to what is right or wrong in dealing with internal values that shape decisions concerning social responsibility.

Professional Ethics- Evaluates the employee's professional principles and behaviors with respect to what is right and wrong while dealing with internal values that are a part of the Sheriff's Office, and shapes decisions concerning social responsibility with respect to the community.

- (1 to 3) **Unsatisfactory**- Unable to apply principles and behaviors concerning right and wrong to the standards set forth by the policy of the Blount County Sheriff's Office and the legal and social guidelines of the community. Experiences problems in the areas of professional life that reflects negatively on the Blount County Sheriff's Office or the law enforcement profession and / or adversely affects its relationship with the community.
- (4) **Meets Expectations**- Is able to apply principles and behaviors concerning right and wrong to the standards set forth by the policy of the Blount County Sheriff's Office and legal and social guidelines of the community. Is able to make appropriate decisions in both professional and personal life. If problems are experienced the employee is able to limit them to minor and deal with them appropriately in a timely manner.
- (5 to 7) **Exceeds Expectations**- Is able to apply principles and behaviors concerning right and wrong. Lifestyle exceeds the standards set forth by the policy of the Blount County Sheriff's Office and the legal and social guidelines of the community. The employee sets an example for their peers and / or subordinates to follow.

Care and Use of Equipment

The ability to demonstrate safe and lawful operation of assigned vehicles and equipment in accordance with state law as well as Sheriff's Office Policy and Procedures. The ability to maintain equipment in a clean, dry and serviceable condition.

Care and use of equipment – Evaluates the employee's ability to operate equipment in accordance with state law as well as policy and to maintain it in proper condition.

- (1 to 3) **Unsatisfactory** – Demonstrates inability to operate assigned vehicle or issued equipment in accordance with state law or policy and procedures of the Sheriff's Office. Does not maintain equipment in a clean, dry and serviceable condition or have needed equipment available for use at all times.
- (4) **Meets Expectations** – Demonstrates ability to operate assigned vehicle and issued equipment in accordance with state law and policy and procedures of the Sheriff's Office. Maintains equipment in a clean, dry and serviceable condition and has needed equipment available at all times.
- (5 to 7) **Exceeds Expectations** – Demonstrates ability to operate assigned vehicle and issued equipment in such a manner that is above and beyond what is expected. Exceeds standards set by state law and Sheriff's Office policy and procedure. Maintains equipment in such a way that exceeds the operability and appearance standards and ensures that all needed equipment is readily available at all times and is able to assist peers in times of need.

Knowledge of Policy and Procedures

The understanding of policy and procedures and the ability to conform to them, as well as the ability to apply them to everyday situations.

Evaluates the employee on their ability to recall and apply the policy and procedures of the Sheriff's Office to everyday situations. Also evaluates their ability to conform to these policies even though their personal preference or opinion may differ.

- (1 to 3) **Unsatisfactory** – Acts without consideration of the policy and procedures of the Sheriff's Office. Cannot or will not apply these policies to themselves or their decision making process.
- (4) **Meets Expectations** – Acts with due regard and within the perimeters of the policy and procedures of the Sheriff's Office. Conforms to all policy and procedure and is able to apply them to every day decision-making process.
- (5 to 7) **Exceeds Expectations** – Thinks ahead and considers situations that might result from certain actions taken that could cause conflict between those actions and the policy and procedures of the Sheriff's Office. Able to apply those policies to everyday situations and is able to guide and assist his/her peers in difficult situations.

Personal Development

The motivation and the desire to constantly improve personal skills, ability, and level of education.

Evaluates the employee's motivation and desire to constantly improve themselves. This occurs through the use of all available resources from on the job training to formal education, training, and involvement in special opportunities provided by the law enforcement community.

- (1 to 3) **Unsatisfactory** – Lacks motivation and desire for self-improvement. Does not participate in opportunities for training and education. Makes no effort to continue the learning process, other than mandatory requirements.
- (4) **Meets Expectations** – Possesses the desire and motivation for self-improvement. Takes advantage of opportunities to further education, knowledge, and experience.
- (5 to 7) **Exceeds Expectations** – Has a great desire for self-improvement. Seizes every possible opportunity for education and training. Makes every attempt to gain as much experience as possible in the law enforcement profession.

Community Involvement

Reflects a caring attitude for people in the community. Demonstrates caring attitude by involvement in community activities, organizations, or movements that enhances the quality of life in Blount County.

Evaluates the employee's involvement in community organizations or activities that enhance the quality of life in Blount County. Also reflects the selfless attitude of the employee and willingness to help others.

- (1 to 3) **Unsatisfactory** – Employee lacks caring attitude for others. Lacks participation in any type of community activity or organization. Refuses to give of themselves for the betterment of the community or others.
- (4) **Meets Expectations** – Employee is involved in community activities to some extent. Demonstrates a caring attitude for others and seeks to assist others when needed.
- (5 to 7) **Exceeds Expectations** – Employee is involved in different community activities. Demonstrates a desire to get more involved. Seeks out areas to work in or with and is committed to making Blount County a better place to live and work.

Managerial Skills (Supervisors Only)

The ability to provide positive reinforcement or constructive criticism, depending on the situation to all subordinates fairly and consistently. The ability to manage and utilize all available resources effectively in any given situation. The ability to coordinate actions between different agencies or functions without conflict to accomplish the task at hand.

Evaluates the employee's ability to counsel subordinates in any situation fairly. To administer discipline fairly and consistently. To manage and coordinate difficult situations with different elements of the Sheriff's Office or other agencies without conflict and with effectiveness.

- (1 to 3) **Unsatisfactory** – Does not have the ability to encourage or constructively criticize subordinates. Is timid about dealing with situations where discipline is needed. Cannot fairly and consistently deal with problems. Is unable to manage situations with different elements involved. Unable to compromise and work together with other functions or agencies without conflict.
- (4) **Meets Expectations** – Has the ability to counsel subordinates in an encouraging manner. Has the ability to criticize in a constructive manner. Has the ability to manage complex situations involving different functions of the Sheriff's Office and other agencies. Is able to coordinate these activities without causing conflict.
- (5 to 7) **Exceeds Expectations** – Has the ability to counsel others and subordinates in an encouraging manner. Can offer criticism without being condescending. Has the ability to foresee possible conflict in situations and prevent it. Has the ability to manage and coordinate complex situations involving other functions or agencies without problems or conflicts.

Judgment

(Supervisors Only)

Ability to use discretion in evaluating a situation and making a sound decision and using appropriate implementation tactics.

Evaluates the employee's ability to evaluate a situation or set of circumstances and make a sound decision. After making the decision implementing it within the policy and procedures of the Blount County Sheriff's Office as well as state laws.

- (1 to 3) **Unsatisfactory** – Unable to make a sound decision. Makes decisions that are contrary to the policy and procedure of the Sheriff's Office and/or state law. Cannot appropriately implement a decision after it has been made.
- (4) **Meets Expectations** – Able to make a sound decision that falls within the guidelines of Sheriff's Office policy and procedure as well as state law. Is able to implement the decision appropriately.
- (5 to 7) **Exceeds Expectations** – Able to make a sound decision and foresee any problems before they occur. Able to make adjustments as needed to avoid or circumvent problems during the implementation stage.

Professional Qualities

(Supervisors Only)

Characteristics possessed that reflect confidence, experience, and knowledge. Includes all aspects of appearance, presence, and ability to communicate with others. Projects honesty, competence and loyalty.

Evaluates the employee's ability to reflect confidence, experience, knowledge in appearance and presence. Also, their ability to communicate with others and to display honesty, competence and loyalty without the appearance of arrogance.

- (1 to 3) **Unsatisfactory** – Unable to show confidence. Lacks experience and presence. Unable to communicate clearly with others. Lacks the qualities of honesty and competence. Appearance of arrogance during interaction with others.

- (4) **Meets Expectations** – Able to demonstrate confidence and experience. Has a presence that reflects honesty and competence. Can communicate clearly and does not appear arrogant. Appearance reflects these qualities.

- (5 to 7) **Exceeds Expectations** – Shows confidence and experience in all activities. Very presence reflects honesty and competence in everything accomplished. Can communicate well with others in any environment and can do so in a humble and respectful manner. Physical appearance reflects all of these qualities.



Blount County Sheriff's Office

Human Resources Manual

Appendix 14-D



Standardized Performance Evaluation Guidelines ADMINISTRATION

Introduction

The heart of the Performance Management System is the evaluation of employees by their supervisors based on standards and expectations that have been previously communicated. These guidelines are designed to assist supervisors (in what is admittedly a subjective process) by presenting the performance dimensions that are to be used in an evaluation program and then providing basic information on the expectations surrounding each standard that has been developed for each dimension. It is impossible to ensure that every supervisor rates his or her employees as all other supervisors rate theirs, but it is hoped these guidelines will provide the best opportunity to have as objective an evaluation process as possible. As with anything else, the quality of the output is often only as good as the quality of the input, meaning it will be up to each supervisor to work within these guidelines and not hesitate to ask questions and seek assistance whenever they have problems.

The performance dimensions, standards, and guidelines presented below may be changed at any time supervisors feel they need to be. These guidelines should always be considered a draft in progress and never considered the "final word." Jobs change, laws change, organizations change, and so on, making it essential that all supervisors, working as a team, review these guidelines during and after each rating period to ensure they are still valid.

The Rating Process

When rating employees, the goal is for everyone to score 4, or for everyone to meet the expectations of their job. It should not be easy to score a 4, and every effort should be made to avoid the easy way out by rating all of your employees the same way. There aren't many employees who do not have a few problem areas among the standards that need to be rated, and it is a disservice to them to not point out where they may not be meeting the standards set forth by your function and/or unit. If you have an employee who is failing in a certain performance standard, but you know he or she should be able to perform up to the standards, score them with a 3 for that standard and explain where they may be failing to meet the standard. Obviously if they are rated with a 1 or 2, you have recognized serious problems that must be corrected in order for the employee to continue to work in that job. The same goes for those who are exceeding expectations. Encourage these employees to continue to exceed, and if you feel you can clearly justify a higher rating, do so.

Dimensions and Performance Standards

Presented below are the dimensions that have been identified as critical to the performance of jobs in administrative jobs, and more importantly, the performance standards that have been identified within each dimension. You will need to read each of these carefully prior to rating your employees. If you feel any of these need to be changed, contact the Deputy Chief of Administration, or designee, to address the concerns.

Adaptability/Attitude

Willingness and ability to adjust to changes in tasks, assignments, and goals and objectives as well as expressions of personal feelings that effect job performance and interactions with other employees.

Acceptance of feedback - *Evaluates the way the employee accepts a supervisor's criticism and how that feedback is used to improve performance.*

- (1 to 3) **Unsatisfactory** - Rationalizes mistakes, denies that errors were made, is argumentative, refuses to, or does not attempt to, make corrections. Considers criticism as a personal attack.
- (4) **Meets Expectations** - Accepts criticism in a positive manner and applies it to improve performance and further learning.
- (5 to 7) **Exceeds Expectations** - Actively solicits criticism/feedback in order to further learning and improve performance. Does not argue or blame others for errors.

Attitude Towards Work - *Evaluates how the employee views position in terms of personal motivation, goals, and acceptance of the responsibility of the job.*

- (1 to 3) **Unsatisfactory** - Sees position only as a job, uses position to boost ego, abuses authority, demonstrates little dedication to the principles of the position.
- (4) **Meets Expectations** - Demonstrates an active interest in his or her position and its duties and responsibilities.
- (5 to 7) **Exceeds Expectations** - Uses off-duty time to further position knowledge and improve skills, maintaining high ideals in terms of professional responsibility.

Decision Making

The ability to give proper consideration to all possible alternative courses of action and make the proper decision for the proper circumstances. The ability to make those decisions under stress and with little time to act.

Decision Making - *Evaluates the employee's performance in terms of arriving at sound judgments and making proper decisions.*

- (1 to 3) **Unsatisfactory** - Acts without thought or good reason. Is often indecisive and naive. Cannot recall previous solutions and apply them in like situations.
- (4) **Meets Expectations** - Able to reason to make a sound, timely decision in routine situations. Decisions made are reasonable, based upon information available. Perceives situations as they really are. Makes decisions without assistance.
- (5 to 7) **Exceeds Expectations** - Able to reason through even the most complex situations and is able to make appropriate conclusions. Has excellent perception. Relates past solutions to present problems.

Problem Solving

Ability to manage complex and stressful situations with the ability to identify possible problems in a timely manner. The ability to identify and evaluate potential solutions and the positive or negative impact they could have on public and personnel safety and welfare. The ability to apply Sheriff's Office policy, state law, and federal law to all possible solutions and choose the most appropriate action.

Problem Solving- Evaluates the employee's performance in terms of ability to perceive problems or potential problems. The ability to evaluate possible solutions and choose the most appropriate for the solution.

- (1 to 3) **Unsatisfactory-** Is unable to identify problems or potential problems. If the problem is identified they cannot reason through it and come to a sound, acceptable solution.
- (4) **Meets Expectations-** Able to reason through a problem and come to an acceptable conclusion in routine situations. Readily identifies problems and applies appropriate solutions in a timely manner.
- (5 to 7) **Exceeds Expectations-** Able to reason through even the most complex situations and is able to reach the appropriate conclusions. Has excellent perception. Anticipates problems and prepares resolution in advance.

Dependability

Consistently performing duties in a reliable and knowledgeable manner with minimum supervision.

Punctuality – Evaluates the employee's ability to attend to scheduled activities when required and in a manner necessary to attend to whatever duties and responsibilities that may be required.

- (1 to 3) **Unsatisfactory** – Consistently fails to appear at scheduled events and activities. Not ready to perform required duties and responsibilities when appearing for scheduled activities.
- (4) **Meets Expectations** – Appears at scheduled events and activities ready to perform required duties and responsibilities.
- (5 to 7) **Exceeds Expectations** – Consistently appears at scheduled events and activities with equipment ready for whatever duties are required.

Self-Initiated Activity - Evaluates the employee's ability to recognize, determine course of action, and use available resources to get the job, task, or scheduled or unscheduled activity done with minimum supervision.

- (1 to 3) **Unsatisfactory** - Does not see or avoids tasks that are apparent to other employees. Must be told by other employees or supervisors to do tasks or they will not get done. Employee must be followed up on or activity may or may not get done.
- (4) **Meets Expectations** - Recognizes and identifies tasks that must be performed and gets them done with minimum supervision. Usually no follow up is necessary.
- (5 to 7) **Exceeds Expectations** - Is constantly aware of his or her surroundings and the tasks that have to be done to completely do the job as required. Keeps co-workers conscious of duties that are to be completed when they do not see or remember them. Work never needs to be checked or followed up on.

Professional Image

Presenting and maintaining a professional appearance through grooming, dress, and personal actions.

General Appearance - Evaluates physical appearance, dress, and demeanor.

- (1 to 3) **Unsatisfactory** - Clothing is consistently wrinkled and improperly worn. Hair is not properly groomed. Consistently has offensive body odor and/or bad breath.

- (4) **Meets Expectations** - Clothing is neat and clean, and appearance and demeanor is professional.
- (5 to 7) **Exceeds Expectations** - Clothing is neat and clean, and employee consistently displays positive, professional demeanor toward citizens as well as other Sheriff's Office employees.

Communication/Relationships

Ability to interact with citizens and other employees in an appropriate and effective manner, effectively expressing and communicating ideas in writing, orally, and through non-verbal behavior.

With Citizens - Evaluates the employee's ability to interact with citizens in an appropriate, efficient manner.

- (1 to 3) **Unsatisfactory** – Employee is abrupt, belligerent, overbearing, arrogant, and uncommunicative, overlooking or avoiding “service” aspect of job. Introverted, insensitive, and uncaring.
- (4) **Meets Expectations** - Courteous, friendly, and empathetic. Communicates in a professional, unbiased manner, and is service oriented.
- (5 to 7) **Exceeds Expectations** - Is very much at ease with citizen contacts, quickly establishing rapport and leaving people with the feeling that the employee was interested in serving them. Is objective in all contacts.

With Ethnic Groups Other than his Own - Evaluates the employee's ability to interact with members of ethnic or racial groups other than own, in an appropriate, efficient manner.

- (1 to 3) **Unsatisfactory** - Is hostile or overly sympathetic. Is prejudicial, subjective, and biased. Treats members in this grouping differently than members of own ethnic or racial group would be treated.
- (4) **Meets Expectations** - Is at ease with members of other ethnic/racial groups. Serves their need objectively and with concern. Does not feel threatened when in their presence.
- (5 to 7) **Exceeds Expectations** - Understands the various cultural differences and uses this understanding to competently resolve situations and problems. Is totally objective and communicates in a manner that furthers mutual understanding.

With Other Sheriff's Office Employees - Evaluates the employee's ability to effectively interact with other employees of various ranks and in various capacities within the Sheriff's Office.

- (1 to 3) **Unsatisfactory** – Patronizes other employees and superiors, or is antagonistic towards them. Gossips. Is insubordinate, argumentative, and/or sarcastic. Resists instructions. Considers him or herself superior. Belittles others. Is not a “team” player. Frowns on others.
- (4) **Meets Expectations** - Adheres to the chain of command and accepts the employee’s role in the organization. Good peer relationships and is accepted as a group member.
- (5 to 7) **Exceeds Expectations** - Is at ease in contact with superiors. Understands superiors’ responsibilities, respects and supports their position, and is a peer-group leader.

Use of Routine Forms (Accuracy/Completeness) - Evaluates employee’s ability to properly use forms necessary for job accomplishment.

- (1 to 3) **Unsatisfactory** - Is unaware that a form must be completed and/or is unable to complete the proper form for the given situation. Forms are incomplete, inaccurate, or improperly used.
- (4) **Meets Expectations** - Knows the commonly used forms and understands their use. Completes them with reasonable accuracy and thoroughness.
- (5 to 7) **Exceeds Expectations** - Consistently makes accurate form selection and rapidly completes detailed forms without assistance. Displays high degree of accuracy.

Report Writing (Organization/Details) - Evaluates the employees’ ability to prepare reports that accurately reflect the situation and in a detailed, organized manner.

- (1 to 3) **Unsatisfactory** - Unable to organize information and reduce it to writing, leaving out pertinent details in report.
- (4) **Meets Expectations** - Completes reports, organizing information in a logical manner. Reports contain the required information and details.
- (5 to 7) **Exceeds Expectations** - Reports are a complete and detailed accounting of events from beginning to end, written and organized so that reader understands what occurred.

Report Writing (Grammar/Spelling/Neatness) - Evaluates the employee’s ability to use proper English, to follow the rules for spelling, and to write neatly.

- (1 to 3) **Unsatisfactory** - Reports are illegible and contain an excessive number of misspelled words. Sentence structure or word usage is improper or incomplete.

- (4) **Meets Expectations** - Reports are legible and grammar is at an acceptable level. Spelling is acceptable and errors are rare. Errors, if present, do not impair an understanding of the report.
- (5 to 7) **Exceeds Expectations** - Reports are very neat and legible containing no spelling or grammar errors.

Job Knowledge

Application and use of training and on-the-job experience to effectively perform job tasks in line with guidelines established in policies and standard operating procedures.

Knowledge of Standard Operating Policies and Procedures - Evaluates employee's knowledge of Sheriff's Office policies and procedures and ability to apply this knowledge in their position.

- (1 to 3) **Unsatisfactory** - Fails to display knowledge of Sheriff's Office policies and regulations, or violates them.
- (4) **Meets Expectations** - Familiar with most commonly applied Sheriff's Office policies and regulations, and complies with them.
- (5 to 7) **Exceeds Expectations** - Has an excellent working knowledge of Sheriff's Office policies and regulations, including less known and seldom used ones.

Knowledge of Codes of Criminal Procedure – Evaluates employee's knowledge of criminal procedures and ability to apply those procedures to records management.

- (1 to 3) **Unsatisfactory** - Consistently fails to understand and apply criminal procedures and codes used in records management
- (4) **Meets Expectations** - Follows required procedures in commonly encountered situations and consistently enters proper codes.
- (5 to 7) **Exceeds Expectations** - Follows required procedure in all cases, accurately applying policies and procedure relating to records management.

Self-Initiated Activity - *Evaluates the employee's interest and ability to initiate records management-related activity, and to act on even low-priority situations.*

- (1 to 3) **Unsatisfactory** - Does not see or avoids activity. Does not follow up on situations. Does not have a broad orientation to the job.

- (4) **Meets Expectations** - Recognizes and identifies records management-related activity. Has a broad orientation to the job, including low-priority activity.
- (5 to 7) **Exceeds Expectations** - Seldom misses observable activity, making good dispositions from observed activity, thinking well “on their feet”.

Data Entry (Computer Skills) - Evaluates the employee’s knowledge of computer operation, data entry, and the employee’s progress in using the system software as it relates to court services operations and records.

- (1 to 3) **Unsatisfactory** - Does not attempt to learn basic computer operation or states that he or she cannot learn to operate a computer. Lets others do the computer entries.
- (4) **Meets Expectations** - Has a good general knowledge of court services computer needs, applying it during his or her workday, recognizing requirements for timely and correct entries on a daily basis.
- (5 to 7) **Exceeds Expectations** - Has an outstanding working knowledge of the computer systems and the need for and use of the information stored, and is comfortable and familiar with the computer system with the capability of instructing others in the use of the system.

Physical Fitness

Maintaining a level of physical preparedness that enables one to successfully perform required tasks.

- (1 to 3) **Unsatisfactory** – Consistently unable to physically perform the duties of the job due to incapacity resulting from mental or physical imparities.
- (4) **Meets Expectations** – Maintains physical fitness and is able to physically and mentally perform duties and responsibilities in a satisfactory manner.
- (5 to 7) **Exceeds Expectations** – Follows a program of physical and mental fitness using the equipment in the Sheriff’s Office, or participates in a program at a local fitness center, designed to make the employee sound physically and mentally and capable of handling any aspects of the job.

Professional Ethics

A code of moral principles and behaviors of a person with respect to what is right or wrong in dealing with internal values that shape decisions concerning social responsibility.

Professional Ethics- Evaluates the employee's professional principles and behaviors with respect to what is right and wrong while dealing with internal values that are a part of the Sheriff's Office, and shapes decisions concerning social responsibility with respect to the community.

- (1 to 3) **Unsatisfactory-** Unable to apply principles and behaviors concerning right and wrong to the standards set forth by the policy of the Blount County Sheriff's Office and the legal and social guidelines of the community. Experiences problems in the areas of professional life that reflects negatively on the Blount County Sheriff's Office or the law enforcement profession and / or adversely affects its relationship with the community.

- (4) **Meets Expectations-** Is able to apply principles and behaviors concerning right and wrong to the standards set forth by the policy of the Blount County Sheriff's Office and legal and social guidelines of the community. Is able to make appropriate decisions in both professional and personal life. If problems are experienced the employee is able to limit them to minor and deal with them appropriately in a timely manner.

- (5 to 7) **Exceeds Expectations-** Is able to apply principles and behaviors concerning right and wrong. Lifestyle exceeds the standards set forth by the policy of the Blount County Sheriff's Office and the legal and social guidelines of the community. The employee sets an example for their peers and / or subordinates to follow.

Care and Use of Equipment

The ability to demonstrate safe and lawful operation of assigned vehicles and equipment in accordance with state law as well as Sheriff's Office Policy and Procedures. The ability to maintain equipment in a clean, dry and serviceable condition.

Care and use of equipment – Evaluates the employee's ability to operate equipment in accordance with state law as well as policy and to maintain it in proper condition.

- (1 to 3) **Unsatisfactory** – Demonstrates inability to operate assigned vehicle or issued equipment in accordance with state law or policy and procedures of the Sheriff's Office. Does not maintain equipment in a clean, dry and serviceable condition or have needed equipment available for use at all times.

- (4) **Meets Expectations** – Demonstrates ability to operate assigned vehicle and issued equipment in accordance with state law and policy and procedures of the Sheriff's Office. Maintains equipment in a clean, dry and serviceable condition and has needed equipment available at all times.

- (5 to 7) **Exceeds Expectations** – Demonstrates ability to operate assigned vehicle and issued equipment in such a manner that is above and

beyond what is expected. Exceeds standards set by state law and Sheriff's Office policy and procedure. Maintains equipment in such a way that exceeds the operability and appearance standards and ensures that all needed equipment is readily available at all times and is able to assist peers in times of need.

Knowledge of Policy and Procedures

The understanding of policy and procedures and the ability to conform to them, as well as the ability to apply them to everyday situations.

Evaluates the employee on their ability to recall and apply the policy and procedures of the Sheriff's Office to everyday situations. Also evaluates their ability to conform to these policies even though their personal preference or opinion may differ.

- (1 to 3) **Unsatisfactory** – Acts without consideration of the policy and procedures of the Sheriff's Office. Cannot or will not apply these policies to themselves or their decision making process.

- (4) **Meets Expectations** – Acts with due regard and within the perimeters of the policy and procedures of the Sheriff's Office. Conforms to all policy and procedure and is able to apply them to every day decision-making process.

- (5 to 7) **Exceeds Expectations** – Thinks ahead and considers situations that might result from certain actions taken that could cause conflict between those actions and the policy and procedures of the Sheriff's Office. Able to apply those policies to everyday situations and is able to guide and assist his/her peers in difficult situations.

Personal Development

The motivation and the desire to constantly improve personal skills, ability, and level of education.

Evaluates the employee's motivation and desire to constantly improve themselves. This occurs through the use of all available resources from on the job training to formal education, training, and involvement in special opportunities provided by the law enforcement community.

- (1 to 3) **Unsatisfactory** – Lacks motivation and desire for self-improvement. Does not participate in opportunities for training and education. Makes no effort to continue the learning process, other than mandatory requirements.

- (4) **Meets Expectations** – Possesses the desire and motivation for self-improvement. Takes advantage of opportunities to further education, knowledge, and experience.

- (5 to 7) **Exceeds Expectations** – Has a great desire for self-improvement. Seizes every possible opportunity for education and training.

Makes every attempt to gain as much experience as possible in the law enforcement profession.

Community Involvement

Reflects a caring attitude for people in the community. Demonstrates caring attitude by involvement in community activities, organizations, or movements that enhances the quality of life in Blount County.

Evaluates the employee's involvement in community organizations or activities that enhance the quality of life in Blount County. Also reflects the selfless attitude of the employee and willingness to help others.

- (1 to 3) **Unsatisfactory** – Employee lacks caring attitude for others. Lacks participation in any type of community activity or organization. Refuses to give of themselves for the betterment of the community or others.
- (4) **Meets Expectations** – Employee is involved in community activities to some extent. Demonstrates a caring attitude for others and seeks to assist others when needed.
- (5 to 7) **Exceeds Expectations** – Employee is involved in different community activities. Demonstrates a desire to get more involved. Seeks out areas to work in or with and is committed to making Blount County a better place to live and work.

Managerial Skills

(Supervisors Only)

The ability to provide positive reinforcement or constructive criticism, depending on the situation to all subordinates fairly and consistently. The ability to manage and utilize all available resources effectively in any given situation. The ability to coordinate actions between different agencies or functions without conflict to accomplish the task at hand.

Evaluates the employee's ability to counsel subordinates in any situation fairly. To administer discipline fairly and consistently. To manage and coordinate difficult situations with different elements of the Sheriff's Office or other agencies without conflict and with effectiveness.

- (1 to 3) **Unsatisfactory** – Does not have the ability to encourage or constructively criticize subordinates. Is timid about dealing with situations where discipline is needed. Cannot fairly and consistently deal with problems. Is unable to manage situations with different elements involved. Unable to compromise and work together with other functions or agencies without conflict.
- (4) **Meets Expectations** – Has the ability to counsel subordinates in an encouraging manner. Has the ability to criticize in a constructive manner. Has the ability to manage complex situations involving

different functions of the Sheriff's Office and other agencies. Is able to coordinate these activities without causing conflict.

- (5 to 7) **Exceeds Expectations** – Has the ability to counsel others and subordinates in an encouraging manner. Can offer criticism without being condescending. Has the ability to foresee possible conflict in situations and prevent it. Has the ability to manage and coordinate complex situations involving other functions or agencies without problems or conflicts.

Judgment

(Supervisors Only)

Ability to use discretion in evaluating a situation and making a sound decision and using appropriate implementation tactics.

Evaluates the employee's ability to evaluate a situation or set of circumstances and make a sound decision. After making the decision implementing it within the policy and procedures of the Blount County Sheriff's Office as well as state laws.

- (1 to 3) **Unsatisfactory** – Unable to make a sound decision. Makes decisions that are contrary to the policy and procedure of the Sheriff's Office and/or state law. Cannot appropriately implement a decision after it has been made.
- (4) **Meets Expectations** – Able to make a sound decision that falls within the guidelines of Sheriff's Office policy and procedure as well as state law. Is able to implement the decision appropriately.
- (5 to 7) **Exceeds Expectations** – Able to make a sound decision and foresee any problems before they occur. Able to make adjustments as needed to avoid or circumvent problems during the implementation stage.

Professional Qualities

(Supervisors Only)

Characteristics possessed that reflect confidence, experience, and knowledge. Includes all aspects of appearance, presence, and ability to communicate with others. Projects honesty, competence and loyalty.

Evaluates the employee's ability to reflect confidence, experience, knowledge in appearance and presence. Also, their ability to communicate with others and to display honesty, competence and loyalty without the appearance of arrogance.

- (1 to 3) **Unsatisfactory** – Unable to show confidence. Lacks experience and presence. Unable to communicate clearly with others. Lacks the qualities of honesty and competence. Appearance of arrogance during interaction with others.

- (4) **Meets Expectations** – Able to demonstrate confidence and experience. Has a presence that reflects honesty and competence. Can communicate clearly and does not appear arrogant. Appearance reflects these qualities.
- (5 to 7) **Exceeds Expectations** – Shows confidence and experience in all activities. Very presence reflects honesty and competence in everything accomplished. Can communicate well with others in any environment and can do so in a humble and respectful manner. Physical appearance reflects all of these qualities.



Blount County Sheriff's Office

Human Resources Manual

Appendix 14-E



Standardized Performance Evaluation Guidelines ADULT AND JUVENILE DETENTION CENTERS

Introduction

The heart of the Performance Management System is the evaluation of employees by their supervisors based on standards and expectations that have been previously communicated. These guidelines being prepared for each function are designed to assist supervisors (in what is admittedly a subjective process) by presenting the performance dimensions that are to be used in a function's evaluation program and then providing basic information on the expectations surrounding each standard that has been developed for each dimension. It is impossible to ensure that every supervisor rates his or her employees as all other supervisors rate theirs, but it is hoped these guidelines will provide the best opportunity to have as objective evaluation process as possible. As with anything else, the quality of the output is often only as good as the quality of the input, meaning it will be up to each supervisor to work within these guidelines and not hesitate to ask questions and seek assistance whenever they have problems.

The performance dimensions, standards, and guidelines presented below may be changed at any time the supervisors in the function feel they need to be. These guidelines should always be considered a draft in progress and never considered the "final word." Jobs change, laws change, organizations change, and so on, making it essential that all supervisors, working as a team, review these guidelines during and after each rating period to ensure they are still valid.

The Rating Process

When rating employees, the goal is for everyone to score 4, or for everyone to meet the expectations of their job. It should not be easy to score a 4, and every effort should be made to avoid the easy way out by rating all of your employees the same way. There aren't many employees who do not have a few problem areas among the standards that need to be rated, and it is a disservice to them to not point out where they may not be meeting the standards set forth by your function and/or unit. If you have an employee who is failing in a certain performance standard, but you know he or she should be able to perform up to the standards, score them with a 3 for that standard and explain where they may be failing to meet the standard. Obviously if they are rated with a 1 or 2, you have recognized serious problems that must be corrected in order for the employee to continue to work in that job. The same goes for those who are exceeding expectations. Encourage these employees to continue to exceed, and if you feel you can clearly justify a higher rating, do so.

Dimensions and Performance Standards

Presented below are the dimensions that have been identified as critical to the performance of jobs in this function, and more importantly, the performance standards that have been identified within each dimension. You will need to read each of these carefully prior to rating your employees. If you feel any of these need to be changed, contact your function captain or Deputy Chief who will get with the Deputy Chief of Administration or designee to address the concerns.

Adaptability/Attitude

Willingness and ability to adjust to changes in tasks, assignments, and function goals and objectives as well as expressions of personal feelings that effect job performance and interactions with other employees.

Acceptance of feedback - Evaluates the way the employee accepts the supervisor's criticism and how that feedback is used to improve performance.

- (1 to 3) **Unsatisfactory** - Rationalizes mistakes, denies that errors were made, is argumentative, refuses to, or does not attempt to, make corrections. Considers criticism as a personal attack.
- (4) **Meets Expectations** - Accepts criticism in a positive manner and applies it to improve performance and further learning.
- (5 to 7) **Exceeds Expectations** - Actively solicits criticism/feedback in order to further learning and improve performance. Does not argue or blame others for errors.

Attitude Toward Corrections Work - Evaluates how the employee views new career in terms of personal motivation, goals, and acceptance of the responsibility of the job.

- (1 to 3) **Unsatisfactory** - Sees career only as a job, uses job to boost ego, abuses authority, demonstrates little dedication to the principles of the profession.
- (4) **Meets Expectations** - Demonstrates an active interest in his/her career and in the responsibilities of corrections.
- (5 to 7) **Exceeds Expectations** - Uses off duty time to further professional knowledge and improve skills. Demonstrates concern for the fair and equitable enforcement of the law in the correctional setting. Maintains high ideals in terms of professional responsibility.

Attitude with Inmates and Suspects - Evaluates the employee's social and professional attitude when interacting with inmates and suspects in a correctional setting.

- (1 to 3) **Unsatisfactory** - Is hostile and arrogant when dealing with inmates and suspects. Considers him/herself superior and often makes insensitive remarks without provocation.

- (4) **Meets Expectations** - Communicates with inmates and suspects in a professional manner trying to treat all inmates the same. Often creates a good rapport during conversations with inmates and suspects.
- (5 to 7) **Exceeds Expectation** - Understands the various social, economic, and cultural differences inherent in suspects and inmates in the correctional setting. Is objective and fair in dealing with these people, leaving most inmates with the belief that he/she truly understands and cares about his/her duties and responsibilities in corrections.

Decision Making

The ability to give proper consideration to all possible alternative courses of action and make the proper decision for the proper circumstances. The ability to make those decisions under stress and with little time to act.

Decision Making - *Evaluates the employee's performance in terms of arriving at sound judgments and making proper decisions.*

- (1 to 3) **Unsatisfactory** - Acts without thought or good reason. Is often indecisive and naive. Cannot recall previous solutions and apply them in like situations.
- (4) **Meets Expectations** - Able to reason to make a sound, timely decision in routine situations. Decisions made are reasonable, based upon information available. Perceives situations as they really are. Makes decisions without assistance.
- (5 to 7) **Exceeds Expectations** - Able to reason through even the most complex situations and is able to make appropriate conclusions. Has excellent perception. Relates past solutions to present problems.

Problem Solving

Ability to manage complex and stressful situations with the ability to identify possible problems in a timely manner. The ability to identify and evaluate potential solutions and the positive or negative impact they could have on public and personnel safety and welfare. The ability to apply Sheriff's Office policy, state law, and federal law to all possible solutions and choose the most appropriate action.

Problem Solving- Evaluates the employee's performance in terms of ability to perceive problems or potential problems. The ability to evaluate possible solutions and choose the most appropriate for the solution.

- (1 to 3) **Unsatisfactory**- Is unable to identify problems or potential

problems. If the problem is identified they cannot reason through it and come to a sound, acceptable solution.

- (4) **Meets Expectations-** Able to reason through a problem and come to an acceptable conclusion in routine situations. Readily identifies problems and applies appropriate solutions in a timely manner.
- (5 to 7) **Exceeds Expectations-** Able to reason through even the most complex situations and is able to reach the appropriate conclusions. Has excellent perception. Anticipates problems and prepares resolution in advance.

Dependability

Consistently performing duties in a reliable and knowledgeable manner with minimum supervision.

Punctuality – Evaluates the employee’s ability to attend to scheduled activities when required and in a manner necessary to attend to whatever duties and responsibilities that may be required.

- (1 to 3) **Unsatisfactory** – Consistently fails to appear at scheduled events and activities such as roll call, training, etc. Not ready to perform required duties and responsibilities when appearing for scheduled activities.
- (4) **Meets Expectations** – Appears at scheduled events and activities ready to perform required duties and responsibilities.
- (5 to 7) **Exceeds Expectations** – Consistently appears at scheduled events and activities with equipment ready for whatever duties are required.

Self-Initiated Activity - Evaluates the employee’s ability to recognize, determine course of action, and use available resources to get the job, task, or scheduled or unscheduled activity done with minimum supervision.

- (1 to 3) **Unsatisfactory** - Does not see or avoids tasks that are apparent to other corrections officers. Must be told by other corrections officers or supervisors to do tasks or they will not get done. Employee must be followed up on or activity may or may not get done.
- (4) **Meets Expectations** - Recognizes and identifies tasks that must be performed and gets them done with minimum supervision. Usually no follow up is necessary with employee.

- (5 to 7) **Exceeds Expectations** - Is constantly aware of his or her surroundings and the tasks that have to be done to safely and completely do the job as required. Keeps co-workers conscious of duties that are to be completed when they do not see or remember them. Work never needs to be checked or followed up on.

Professional Image

Presenting and maintaining a professional appearance through grooming, dress, and personal actions, including proper maintenance and usage of all assigned equipment.

General Appearance – Evaluates physical appearance, dress, and demeanor.

- (1 to 3) **Unsatisfactory** - Shoes are dirty and uniform is wrinkled and improperly worn. Hair is not properly groomed and/or in violation of Sheriff's Office regulations. Personal equipment is missing or inoperative. Consistently has offensive body odor and/or bad breath.
- (4) **Meets Expectations** - Uniform is neat and clean and worn properly. Personal equipment is clean and operative. Hair within regulations, shoes are shined and clean.
- (5 to 7) **Exceeds Expectations** - Uniform is neat and clean. Shoes are highly shined and clean. Displays command bearing.

Communication/Relationships

Ability to interact with citizens and other employees in an appropriate and effective manner, and effectively express and communicate ideas in writing, orally, and through non-verbal behavior.

With Citizens: General - Evaluates the employee's ability to interact with citizens (including suspects) in an appropriate, efficient manner.

- (1 to 3) **Unsatisfactory** - Abrupt, belligerent, overbearing, arrogant, and uncommunicative. Overlooks or avoids "service" aspect of job. Introverted, insensitive, and uncaring.
- (4) **Meets Expectations** - Courteous, friendly, and empathetic. Communicates in a professional, unbiased manner and is service oriented.
- (5 to 7) **Exceeds Expectations** - Is very much at ease with citizen contacts. Quickly establishes rapport and leaves people with the feeling that he/she was interested in serving them. Is objective in all contacts.

With Ethnic Groups Other than his Own - Evaluates the employee's ability to interact with members of ethnic or racial groups other than own in an appropriate, efficient manner.

- (1 to 3) **Unsatisfactory** - Is hostile or overly sympathetic. Is prejudicial, subjective, and biased. Treats members in this grouping differently than members of own ethnic or racial group would be treated.
- (4) **Meets Expectations** - Is at ease with members of other ethnic/racial groups. Serves their needs objectively and with concern. Does not feel threatened when in their presence.
- (5 to 7) **Exceeds Expectations** - Understands the various cultural differences and uses this understanding to competently resolve situations and problems. Is totally objective and communicates in a manner that furthers mutual understanding.

With Other Sheriff's Office Employees - Evaluates the employee's ability to effectively interact with other employees of various ranks and in various capacities.

- (1 to 3) **Unsatisfactory** – Patronizes other employees and superiors, or is antagonistic towards them. Gossips. Is insubordinate, argumentative, and/or sarcastic. Resists instructions. Considers him or herself superior. Belittles others. Is not a “team” player. Frowns on others.
- (4) **Meets Expectations** - Adheres to the chain of command and accepts role in the organization. Good peer relationships and is accepted as a group member.
- (5 to 7) **Exceeds Expectations** - Is at ease in contact with superiors. Understands superiors' responsibilities, respects and supports their position. Peer-group leader.

Use of Routine Forms (Accuracy/Completeness) - Evaluates employee's ability to properly use forms necessary for job accomplishment.

- (1 to 3) **Unsatisfactory** - Is unaware that a form must be completed and/or is unable to complete the proper form for the given situation. Forms are incomplete, inaccurate, or improperly used.
- (4) **Meets Expectations** - Knows the commonly used forms and understands their use. Completes them with reasonable accuracy and thoroughness.
- (5 to 7) **Exceeds Expectations** - Consistently makes accurate form selection and rapidly completes detailed forms without assistance. Displays high degree of accuracy.

Report Writing (Organization/Details) - Evaluates the employees' ability to prepare reports that accurately reflect the situation and in a detailed, organized manner.

- (1 to 3) **Unsatisfactory** - Unable to organize information and reduce it to writing. Leaves out pertinent details in report.
- (4) **Meets Expectations** - Completes reports, organizing information in a logical manner. Reports contain the required information and details.
- (5 to 7) **Exceeds Expectations** - Reports are a complete and detailed accounting of events from beginning to end, written and organized so that reader understands what occurred.

Report Writing (Grammar/Spelling/Neatness) - Evaluates the employee's ability to use proper English, to follow the rules for spelling, and to write neatly.

- (1 to 3) **Unsatisfactory** - Reports are illegible and contain an excessive number of misspelled words. Sentence structure or word usage is improper or incomplete.
- (4) **Meets Expectations** - Reports are legible and grammar is at an acceptable level. Spelling is acceptable and errors are rare. Errors, if present, do not impair an understanding of the report.
- (5 to 7) **Exceeds Expectations** - Reports are very neat and legible containing no spelling or grammar errors.

Report Writing (Appropriate Time Used) - Evaluates the employee's efficiency relative to the amount of time taken to write a report.

- (1 to 3) **Unsatisfactory** - Requires an excessive amount of time to complete a report.
- (4) **Meets Expectations** - Completes reports within a reasonable amount of time.
- (5 to 7) **Exceeds Expectations** - Completes reports very quickly and accurately.

Job knowledge

Application and use of training and on-the-job experience to effectively perform job tasks in line with guidelines established in policies and standard operating procedures.

Knowledge of Adult Detention Center Policies and Procedures - Evaluates employee's knowledge of Adult Detention Center policies and standard operating procedures and ability to apply this knowledge under operating conditions.

- (1 to 3) **Unsatisfactory** - Fails to display knowledge of policies/regulations or violates them.
- (4) **Meets Expectations** - Familiar with most commonly applied policies/regulations and complies with them.

(5 to 7) **Exceeds Expectations** - Has an excellent working knowledge of policies/regulations, including less known and seldom used ones.

Knowledge of Court Procedures - Evaluates employee's working knowledge of sentencing, releasing, court orders, and various other legal paperwork encountered in the facility.

(1 to 3) **Unsatisfactory** - Has not attempted to learn and understand the use of court paperwork. Feels that paperwork is someone else's problem. Always leaves this work for others.

(4) **Meets Expectations** - Understands the importance of court paperwork as it relates to the facility. Recognizes and knows the meaning of most commonly encountered court issued paperwork.

(5 to 7) **Exceeds Expectations** - Has a full understanding of most court orders and paperwork and has the ability to explain the details to others.

Knowledge of State and Local Laws - Evaluates employee's knowledge of state and local laws encountered during employment in a correctional facility. Also evaluates the employee's ability to apply this knowledge under operational conditions.

(1 to 3) **Unsatisfactory** - Does not know the most often used codes and laws that apply to a correctional facility. Does not understand which offenses apply to various situations or arrested prisoners and suspects. Does not attempt to learn the codes.

(4) **Meets Expectations** - Familiar with most commonly used laws and codes and complies with them. Can apply this knowledge when used in operational situations.

(5 to 7) **Exceeds Expectations** - Has outstanding knowledge of the penal, criminal, and civil codes and laws that apply to the correctional system and the law enforcement community. Accurately applies this knowledge in day-to-day situations.

Booking Procedures - Evaluates the employee's knowledge and performance in the intake, booking, and processing of new inmates into the facility. It also evaluates them in the release of prisoners, inmates, and suspects.

- (1 to 3) **Unsatisfactory** - Trainee is unwilling or unable to learn the basic steps and procedures used in the intake area of the facility. Spends time looking for something less difficult to do and leaves this work for others.
- (4) **Meets Expectations** - Trainee is familiar with most procedures and equipment used during the booking process. Establishes a rapport with the prisoners/suspects and gets the information needed. Works well with other corrections officers in sharing the workload.
- (5 to 7) **Exceeds Expectations** - Has outstanding knowledge of the computer system and its operation in the booking and release of inmates. Can control the movements of several inmates through the booking procedure. Can use all equipment in the booking area with few or no mistakes. Can keep up with court paperwork and its relationship with specific inmates.

Data Entry (Computer Skills) - Evaluates the employee's knowledge of computer operation and data entry and the trainee's progress in using the system software as it relates to facility operation and inmate tracking and records.

- (1 to 3) **Unsatisfactory** - Does not attempt to learn basic computer operation or states that he cannot learn to operate a computer. Lets others do the computer entries.
- (4) **Meets Expectations** - Has a good general knowledge of facility computer needs and applies it during his/her workday. Recognizes the requirement for timely and correct entries and does so on a daily basis
- (5 to 7) **Exceeds Expectations** - Has an outstanding working knowledge of the facilities computer systems and the need and use of the information they store. Can be placed anywhere in the facility and will be comfortable and familiar with the computer system. Can instruct others in the use of the system.

Knowledge of Jail Events and Procedures - Evaluates the employee's knowledge of scheduled and unscheduled events and procedures that are required to safely operate the correctional facility.

- (1 to 3) **Unsatisfactory** - Has not or will not learn the basic procedures that are required for daily operation. Has not learned basic paperwork and form selection needed for facility and court record keeping.
- (4) **Meets Expectations** - Is familiar with most common and daily used procedures and events that occur during a workday. Is familiar with

facility record keeping and reports and uses them properly. Works well with others and shares duties and responsibilities.

- (5 to 7) **Exceeds Expectations** - Employee has put forth the effort to learn all he can about the operation of the facility. Knows when and where each scheduled event occurs and gets the job done without being told. Keeps excellent records and reports and has learned to complete the reports without assistance.

Knowledge of Inmate Events and Procedures - Evaluates the employee's knowledge of events and procedures that can or will occur when dealing with the inmates incarcerated at the facility. It will also further evaluate the employee's knowledge of policies and standard operating procedures as they pertain to daily contact with inmates.

- (1 to 3) **Unsatisfactory** - Fails to follow general safety rules that have been adopted by the facility administration. Cannot remember to perform inmate events that are scheduled to occur on a regular and/or daily basis. Fails to properly fill out, sign, and forward required and necessary forms and paperwork used by staff and inmates.
- (4) **Meets Expectations** - Follows proper safety procedures in most cases. Can get the majority of inmate events performed when working with other corrections officers. Works well with others in performing routine procedures and asks questions when not certain what is to be done next. Has a working knowledge of facility forms and paperwork.
- (5 to 7) **Exceeds Expectations** - Sets an example to others as to what a safe and conscientious correction officer should be when dealing with incarcerated inmates. Can control the situation and direct other correction officers when performing events involving inmates. Makes sure all forms, logs, and paperwork filled out by inmates, other correction officers, and him/herself are correct before filing or forwarding them to either supervisors or courts.

Operational Performance (Non-Stress Conditions) - Evaluates the employee's ability to perform routine, non-stress activities.

- (1 to 3) **Unsatisfactory** - When confronted with routine tasks, becomes confused and disoriented and is unable to determine a course of action or takes a wrong course of action. Avoids taking any course of action.
- (4) **Meets Expectations** - Properly assesses routine situations, determines appropriate action, and takes action.

(5 to 7) **Exceeds Expectations** - Properly assesses situations including unusual or complex ones. Determines appropriate course of action and takes it.

Operational Performance (Stress Conditions) - Evaluates the employee's ability to perform in moderate to high stress situations.

(1 to 3) **Unsatisfactory** - Becomes emotional, is panic-stricken, cannot function, holds back, loses temper, or displays cowardice. Overreacts.

(4) **Meets Expectations** - Maintains calm and self-control, determines proper course of action and takes it. Does not allow the situation to further deteriorate.

(5 to 7) **Exceeds Expectations** - Maintains calm and self-control in even the most extreme situations. Quickly restores control in a situation and takes command. Determines best course of action and takes it.

Interview/Interrogation Skills - Evaluates the employee's ability to use proper questioning techniques, to vary techniques to fit person being interviewed/interrogated, and follows proper procedures.

(1 to 3) **Unsatisfactory** - Fails to use proper questioning techniques. Does not elicit and/or record available information. Does not establish appropriate rapport with subject and/or does not control interrogation of inmate.

(4) **Meets Expectations** - Generally uses proper questioning techniques. Elicits most available information and records it. Establishes proper rapport with most inmates. Controls the interrogation of most inmates.

(5 to 7) **Exceeds Expectations** - Always uses proper questioning techniques. Establishes rapport with all inmates. Controls the interrogation of even the most difficult inmates. Conducts successful interrogations of them.

Officer Safety - Evaluates the employee's ability to perform operational tasks in a safe manner while dealing with inmates.

(1 to 3) **Unsatisfactory** - Violates operational safety standard operating procedures. Fails to "pat search," conducting poor searches and fails to maintain a position of advantage to prevent attack or escape.

(4) **Meets Expectations** - Follows accepted standard operating procedures relating to officer safety.

(5 to 7) **Exceeds Expectations** - Foresees potential danger and eliminates or controls it. Maintains position of advantage in even the most

demanding situations. Is alert to changing situations and prevents opportunities for danger from developing.

Physical Fitness

Maintaining a level of physical preparedness that enables one to successfully perform required tasks.

- (1 to 3) **Unsatisfactory** – Consistently unable to physically perform the duties of the job due to incapacity resulting from mental or physical imparities.
- (4) **Meets Expectations** – Maintains physical fitness and is able to physically and mentally perform duties and responsibilities in a satisfactory manner.
- (5 to 7) **Exceeds Expectations** – Follows a program of physical and mental fitness using the equipment in the Sheriff's Office, or participates in a program at a local fitness center designed to make the employee sound physically and mentally and capable of handling any aspects of the job.

Professional Ethics

A code of moral principles and behaviors of a person with respect to what is right or wrong in dealing with internal values that shape decisions concerning social responsibility.

Professional Ethics- Evaluates the employee's professional principles and behaviors with respect to what is right and wrong while dealing with internal values that are a part of the Sheriff's Office, and shapes decisions concerning social responsibility with respect to the community.

- (1 to 3) **Unsatisfactory-** Unable to apply principles and behaviors concerning right and wrong to the standards set forth by the policy of the Blount County Sheriff's Office and the legal and social guidelines of the community. Experiences problems in the areas of professional life that reflects negatively on the Blount County Sheriff's Office or the law enforcement profession and / or adversely affects its relationship with the community.
- (4) **Meets Expectations-** Is able to apply principles and behaviors concerning right and wrong to the standards set forth by the policy of the Blount County Sheriff's Office and legal and social guidelines of the community. Is able to make appropriate decisions in both professional and personal life. If problems are experienced the employee is able to limit them to minor and deal with them appropriately in a timely manner.
- (5 to 7) **Exceeds Expectations-** Is able to apply principles and behaviors concerning right and wrong. Lifestyle exceeds the standards set forth by the policy of the Blount County Sheriff's Office and the legal

and social guidelines of the community. The employee sets an example for their peers and / or subordinates to follow.

Care and Use of Equipment

The ability to demonstrate safe and lawful operation of assigned vehicles and equipment in accordance with state law as well as Sheriff's Office Policy and Procedures. The ability to maintain equipment in a clean, dry and serviceable condition.

Care and use of equipment – Evaluates the employee's ability to operate equipment in accordance with state law as well as policy and to maintain it in proper condition.

- (1 to 3) **Unsatisfactory** – Demonstrates inability to operate assigned vehicle or issued equipment in accordance with state law or policy and procedures of the Sheriff's Office. Does not maintain equipment in a clean, dry and serviceable condition or have needed equipment available for use at all times.

- (4) **Meets Expectations** – Demonstrates ability to operate assigned vehicle and issued equipment in accordance with state law and policy and procedures of the Sheriff's Office. Maintains equipment in a clean, dry and serviceable condition and has needed equipment available at all times.

- (5 to 7) **Exceeds Expectations** – Demonstrates ability to operate assigned vehicle and issued equipment in such a manner that is above and beyond what is expected. Exceeds standards set by state law and Sheriff's Office policy and procedure. Maintains equipment in such a way that exceeds the operability and appearance standards and ensures that all needed equipment is readily available at all times and is able to assist peers in times of need.

Knowledge of Policy and Procedures

The understanding of policy and procedures and the ability to conform to them, as well as the ability to apply them to everyday situations.

Evaluates the employee on their ability to recall and apply the policy and procedures of the Sheriff's Office to everyday situations. Also evaluates their ability to conform to these policies even though their personal preference or opinion may differ.

- (1 to 3) **Unsatisfactory** – Acts without consideration of the policy and procedures of the Sheriff's Office. Cannot or will not apply these policies to themselves or their decision making process.

- (4) **Meets Expectations** – Acts with due regard and within the perimeters of the policy and procedures of the Sheriff's Office. Conforms to all policy and procedure and is able to apply them to every day decision-making process.

- (5 to 7) **Exceeds Expectations** – Thinks ahead and considers situations that might result from certain actions taken that could cause conflict between those actions and the policy and procedures of the Sheriff's Office. Able to apply those policies to everyday situations and is able to guide and assist his/her peers in difficult situations.

Personal Development

The motivation and the desire to constantly improve personal skills, ability, and level of education.

Evaluates the employee's motivation and desire to constantly improve themselves. This occurs through the use of all available resources from on the job training to formal education, training, and involvement in special opportunities provided by the law enforcement community.

- (1 to 3) **Unsatisfactory** – Lacks motivation and desire for self-improvement. Does not participate in opportunities for training and education. Makes no effort to continue the learning process, other than mandatory requirements.
- (4) **Meets Expectations** – Possesses the desire and motivation for self-improvement. Takes advantage of opportunities to further education, knowledge, and experience.
- (5 to 7) **Exceeds Expectations** – Has a great desire for self-improvement. Seizes every possible opportunity for education and training. Makes every attempt to gain as much experience as possible in the law enforcement profession.

Community Involvement

Reflects a caring attitude for people in the community. Demonstrates caring attitude by involvement in community activities, organizations, or movements that enhances the quality of life in Blount County.

Evaluates the employee's involvement in community organizations or activities that enhance the quality of life in Blount County. Also reflects the selfless attitude of the employee and willingness to help others.

- (1 to 3) **Unsatisfactory** – Employee lacks caring attitude for others. Lacks participation in any type of community activity or organization. Refuses to give of themselves for the betterment of the community or others.
- (4) **Meets Expectations** – Employee is involved in community activities to some extent. Demonstrates a caring attitude for others and seeks to assist others when needed.

- (5 to 7) **Exceeds Expectations** – Employee is involved in different community activities. Demonstrates a desire to get more involved. Seeks out areas to work in or with and is committed to making Blount County a better place to live and work.

Managerial Skills (Supervisors Only)

The ability to provide positive reinforcement or constructive criticism, depending on the situation to all subordinates fairly and consistently. The ability to manage and utilize all available resources effectively in any given situation. The ability to coordinate actions between different agencies or functions without conflict to accomplish the task at hand.

Evaluates the employee's ability to counsel subordinates in any situation fairly. To administer discipline fairly and consistently. To manage and coordinate difficult situations with different elements of the Sheriff's Office or other agencies without conflict and with effectiveness.

- (1 to 3) **Unsatisfactory** – Does not have the ability to encourage or constructively criticize subordinates. Is timid about dealing with situations where discipline is needed. Cannot fairly and consistently deal with problems. Is unable to manage situations with different elements involved. Unable to compromise and work together with other functions or agencies without conflict.
- (4) **Meets Expectations** – Has the ability to counsel subordinates in an encouraging manner. Has the ability to criticize in a constructive manner. Has the ability to manage complex situations involving different functions of the Sheriff's Office and other agencies. Is able to coordinate these activities without causing conflict.
- (5 to 7) **Exceeds Expectations** – Has the ability to counsel others and subordinates in an encouraging manner. Can offer criticism without being condescending. Has the ability to foresee possible conflict in situations and prevent it. Has the ability to manage and coordinate complex situations involving other functions or agencies without problems or conflicts.

Judgment (Supervisors Only)

Ability to use discretion in evaluating a situation and making a sound decision and using appropriate implementation tactics.

Evaluates the employee's ability to evaluate a situation or set of circumstances and make a sound decision. After making the decision implementing it within the policy and procedures of the Blount County Sheriff's Office as well as state laws.

- (1 to 3) **Unsatisfactory** – Unable to make a sound decision. Makes decisions that are contrary to the policy and procedure of the

Sheriff's Office and/or state law. Cannot appropriately implement a decision after it has been made.

- (4) **Meets Expectations** – Able to make a sound decision that falls within the guidelines of Sheriff's Office policy and procedure as well as state law. Is able to implement the decision appropriately.
- (5 to 7) **Exceeds Expectations** – Able to make a sound decision and foresee any problems before they occur. Able to make adjustments as needed to avoid or circumvent problems during the implementation stage.

Professional Qualities

(Supervisors Only)

Characteristics possessed that reflect confidence, experience, and knowledge. Includes all aspects of appearance, presence, and ability to communicate with others. Projects honesty, competence and loyalty.

Evaluates the employee's ability to reflect confidence, experience, knowledge in appearance and presence. Also, their ability to communicate with others and to display honesty, competence and loyalty without the appearance of arrogance.

- (1 to 3) **Unsatisfactory** – Unable to show confidence. Lacks experience and presence. Unable to communicate clearly with others. Lacks the qualities of honesty and competence. Appearance of arrogance during interaction with others.
- (4) **Meets Expectations** – Able to demonstrate confidence and experience. Has a presence that reflects honesty and competence. Can communicate clearly and does not appear arrogant. Appearance reflects these qualities.
- (5 to 7) **Exceeds Expectations** – Shows confidence and experience in all activities. Very presence reflects honesty and competence in everything accomplished. Can communicate well with others in any environment and can do so in a humble and respectful manner. Physical appearance reflects all of these qualities.



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Appendix 16



Employee Probationary Evaluation

Employee Name: _____ Function: _____

Present Position: _____ Evaluation Period: _____

Scoring System:

Score of 1-3 – Unsatisfactory
 Score of 4 – Meets Expectations
 Score of 5-7 – Exceeds Expectations

Any score less than 4 or more than 5 requires comments from the rater.

PART I: PERFORMANCE REVIEW DIMENSIONS	SCORING
Adaptability / Attitude: Willingness and ability to adjust to changes in tasks, assignments, and function goals and objectives as well as expressions of personal feelings that effect job performance and interactions with other employees. Willingness to accept criticism and/or feedback.	
Decision Making: Ability to manage complex and stressful situations while giving proper consideration to all alternative courses of action	
Problem Solving: Ability to identify and evaluate possible solutions, selecting and implementing appropriate means of resolution.	
Dependability: Consistently performing duties in a reliable and knowledgeable manner with minimum supervision.	
Professional Image: Presenting and maintaining a professional appearance through grooming dress and personal actions, including proper maintenance and usage of all assigned equipment	
Communication / Relationships: Ability to interact with citizens and other employees in an appropriate and effective manner, and effectively express and communicate ideas in writing, orally, and through non-verbal behavior.	
Job Knowledge: Application and use of training and on-the-job experience to effectively perform job tasks in line with guidelines established in policies and standard operating procedures.	
Physical Fitness: Maintaining a level of physical preparedness that enables one to successfully perform required tasks.	
Professional Ethics: Conducting oneself in a manner that is above reproach in all situations while on and off duty.	
Care and Use of Equipment: Demonstrated safe and lawful operation of assigned vehicles and equipment in accordance with state law and policies and procedures.	
Knowledge of Policies and Procedures: Understanding of policies and procedures and ability to conform to them, applying them to everyday situations.	
Personal Development:	
Community Involvement:	
Managerial Skills (for rating supervisors):	
Judgment (for rating supervisors):	
Professional Qualities (for rating supervisors):	

PART II : OVERALL RATING OF PERFORMANCE (AVERAGE OF SCORES): _____

Copy Given to Employee: _____

PART III: CONSRUCTIVE CRITIQUE: Use the space below to comment on any of the dimensions and supporting criteria from the first page. REMEMBER: Raters are required to comment on any rating below 4 and above 5.

PART IV EMPLOYEE COMMENTS: If the employee being rated wishes to make any comments regarding his/her score or comments by the rater, use the space provided below and/or attach a separate sheet.

Employee's Signature: _____ Date: _____

Rater's Signature: _____ Date: _____

Captain's Signature (If Applicable): _____ Date: _____

Deputy Chief's Signature _____ Date: _____



Blount County Sheriff's Office

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Appendix 17



Employee Evaluation

Employee Name: _____ Function: _____

Present Position: _____ Evaluation Period: _____

Scoring System:

Score of 1-3 – Unsatisfactory
 Score of 4 – Meets Expectations
 Score of 5-7 – Exceeds Expectations

Any score less than 4 or more than 5 requires comments from the rater.

PART I: PERFORMANCE REVIEW DIMENSIONS	SCORING
Adaptability / Attitude: Willingness and ability to adjust to changes in tasks, assignments, and function goals and objectives as well as expressions of personal feelings that effect job performance and interactions with other employees. Willingness to accept criticism and/or feedback.	
Decision Making: Ability to manage complex and stressful situations while giving proper consideration to all alternative courses of action	
Problem Solving: Ability to identify and evaluate possible solutions, selecting and implementing appropriate means of resolution.	
Dependability: Consistently performing duties in a reliable and knowledgeable manner with minimum supervision.	
Professional Image: Presenting and maintaining a professional appearance through grooming dress and personal actions, including proper maintenance and usage of all assigned equipment	
Communication / Relationships: Ability to interact with citizens and other employees in an appropriate and effective manner, and effectively express and communicate ideas in writing, orally, and through non-verbal behavior.	
Job Knowledge: Application and use of training and on-the-job experience to effectively perform job tasks in line with guidelines established in policies and standard operating procedures.	
Physical Fitness: Maintaining a level of physical preparedness that enables one to successfully perform required tasks.	
Professional Ethics: Conducting oneself in a manner that is above reproach in all situations while on and off duty.	
Care and Use of Equipment: Demonstrated safe and lawful operation of assigned vehicles and equipment in accordance with state law and policies and procedures.	
Knowledge of Policies and Procedures: Understanding of policies and procedures and ability to conform to them, applying them to everyday situations.	
Personal Development:	
Community Involvement:	
Managerial Skills (for rating supervisors):	
Judgment (for rating supervisors):	
Professional Qualities (for rating supervisors):	

PART II : OVERALL RATING OF PERFORMANCE (AVERAGE OF SCORES): _____

Copy Given to Employee: _____

PART III: COMMENTS SUPPORTING THE OVERALL EVALUATION (The rater must include specific information regarding any evaluation rating of “Unsatisfactory” or “Exceeds Expectations”)

(Attach additional sheets if required)

PART IV FUTURE PLANS/ACTIONS: (Discuss specific personal development or other actions dictated by the evaluation)

(Attach additional sheets if required)

PART V: EMPLOYEE COMMENTS:

(Attach additional sheets if required)

Employee's Signature: _____ Date: _____

Rater's Signature: _____ Date: _____

Captain's Signature (If Applicable): _____ Date: _____

Deputy Chief's Signature (If other than the rater) _____ Date: _____

Chief Deputy's Signature: _____ Date: _____



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Appendix 18



Record of Employee Counseling

Supervisors, within their capabilities, will counsel employees concerning job-related matters, recognizing that many things may impact on an employee's job and performance such as family and other personal matters. Counseling may include recognizing unacceptable behaviors or actions, determining reasons for a particular behavior, or creating ways to correct or improve performance or to solve a problem

Employee Name: _____ Date: _____

Rank: _____ Function: _____

Statement of Problem (Add Additional Pages if Necessary):

Action Taken by Supervisor (Add Additional Pages if Necessary):

Employee Comments (Add Additional Pages if Necessary):

Signature of Supervisor

Signature of Employee



Blount County Sheriff's Office

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Appendix 19



Disciplinary Complaint Against Employee

The Sheriff's Office depends on the personal integrity of all employees, and discipline is a process of imposing sanctions that will train or develop employees that involves positive reward, training, counseling, and punitive action, with a commitment to the Codes of Ethics and Conduct.

Employee Name: _____ Function: _____

Rank: _____ Supervisor Filing Complaint: _____

Alleged Incident:

Date: _____ Time: _____ Location: _____

Type of Complaint:

Violation of Code of Conduct (please specify and include reference number(s): _____

Violation of Policies and Procedures (please specify and include reference number(s): _____

Class of Violation (Minor or Serious): _____

Signature of Supervisor Filing Complaint Date

Administrative Hearing (If a Serious Violation):

Date: _____ Time: _____ Location: _____

Hearing Officer: _____

Determination of Hearing:

- Exonerated:** The incident occurred, but the actions of the employee were lawful and proper.
- Sustained:** The allegation is supported by sufficient evidence to believe the incident occurred and is in violation of the Sheriff's Office Code of Conduct and/or policies and procedures.
- Policy Failure:** The allegation is supported, but the employee was in compliance with an inadequate policy.
- Not Sustained:** The Hearing disclosed insufficient evidence to either support or disprove the allegation.
- Unfounded:** The Hearing disclosed that the alleged incident never occurred and, therefore, is false.

Signature of Hearing Officer Date



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Appendix 2



Chapter 332, Private Acts of 1972

Merit Service Board Legislation

SECTION 1. All counties having a population of not less than sixty-three thousand and seven hundred (63,700) nor more than sixty-three thousand eight hundred (63,800) inhabitants according to U.S. Census of population of 1970 or any subsequent U.S. Census of population may establish a merit system for employees of the office of sheriff of such counties.

SECTION 2. The merit system to which this Act shall apply shall be the classified service which includes all positions and salaried employees in the office of sheriff except the sheriff, his chief deputy, jail cook, bookkeeper, and his personal secretary, unless such secretary is deputized as a deputy sheriff..

SECTION 3. There is hereby created a merit service board composed of five (5) members selected by the Quarterly County (County Commission) to administer provisions of this Act.

SECTION 4. The terms of the members shall be three (3) years: provided, however, that the initial appointment shall be as follows:

- (a) Two (2) members for one (1) year.
- (b) Two (2) members for two (2) years.
- (c) One (1) member for three (3) years.

All appointments thereafter shall be for three (3) year terms. A member shall be eligible to reappointment.

SECTION 5. All members of the board must be over twenty-one (21) years of age; of good moral character; a citizen of the United States and the State of Tennessee; and, must reside in the county.

SECTION 6. The members of the board shall receive such compensation as may be determined by the Quarterly Court (County Commission).

SECTION 7. The board shall designate one of its members to serve as chairman of the board. The sheriff shall appoint one of his employees to be personnel officer. The personnel officer shall be the keeper of the personnel records of employees under the provisions of this Act and shall serve as secretary of the merit service board.

SECTION 8. The merit service board as a body shall have the power:

- (a) To adopt and amend rules and regulations for the administration of this Act.
- (b) To make investigations concerning the enforcement and effect of this Act and to require observance of the rules and regulations.
- (c) To hear and determine appeals and complaints respecting the administration of this Act.
- (d) To establish and maintain a roster of employees of the classified service in the office of the sheriff showing their positions, rank, compensation and places of service.
- (e) To ascertain and record the duties and responsibilities pertaining to all positions in the classified service and to classify those positions in the manner hereinafter provided.
- (f) Except as otherwise provided in this Act, to formulate and hold competitive tests to determine the qualifications of persons who seek employment in any position, and as a result of such tests, establish employment lists of eligible candidates for the various positions.
- (g) To establish records of the performance and a system of service ratings to be used to determine promotions; the order of lay-offs or reduction of force and the order of re-employment; to assist in the determination of dismissal for cause; and, for other purposes.
- (h) To provide for part-time and temporary positions and appointments and to establish rules defining and governing such positions; provided, however, that no temporary positions shall be more than three (3) months.
- (i) To keep any other records as may be necessary for the administration of this Act.

SECTION 9. The board shall, as soon as practical after this Act becomes operative, adopt a classification plan and make rules and regulations for its administration. The classification plan shall state for each class of positions, a class title, and the duties, authorities, responsibilities, and character of work required for each position. Each class of positions may be subdivided, and classes may be grouped and ranked in such manner as is deemed appropriate. The board shall determine the requirements of each position and class thereof as to education, experience, capabilities, knowledge, and skill. As far as practical, the probable lines of promotion to and from the classes of position shall be indicated.

SECTION 10. The board may, upon request and advice of the sheriff, create new positions or combine, alter or abolish existing positions in such manner as the board, acting with the advice of the sheriff, deems necessary for the effective operation of the office of sheriff; provided, however, that no position in the classified service shall be abolished except on the approval of the board acting in good faith upon the advice of the sheriff.

SECTION 11. The board shall formulate reasonable rules governing the granting of leaves of absence to members of the classified service in good standing. The board shall request the recommendation of the sheriff upon any request of leave of

absence before acting thereon and shall be guided by the requirements of the adequate law enforcement and operations efficiency of the office of sheriff when considering any such request for leave.

Any person coming under the classified service who shall hereafter be inducted into the armed forces of the United States of America, or who shall hereafter enter said service voluntarily, by enlistment or otherwise in a time of war or other national emergency shall, upon application to the sheriff, receive a military leave of absence for the duration of the period of service required. Such employee shall retain all rights for seniority and shall be entitled to re-employment in the same capacity and position which he held at the time of entering the military service. The application for such reinstatement in position shall be made by or on behalf of such employee within three (3) months after termination of active service in the armed forces.

SECTION 12. The sheriff shall inform the board by periodic reports of the employment needs of the office of sheriff and the board shall, as often as required by the needs of the office of sheriff, hold tests for the purposes of establishing lists of eligible candidates for the various positions in the classified service. Such tests shall be public, competitive and open to all persons who may be lawfully appointed under the rules promulgated by the board and existing prior to the announcement of the examination. Such rules shall set limitations as to residence, age, health, habits, moral character and other necessary prerequisites for the performance of duties of the position for which examination is designated and such rules shall not be less than those provided in Section 38-1104 of the Tennessee Code Annotated.

Promotion tests shall be public, competitive and free to all persons examined and appointed under provisions of this Act and who have held a classified position with the office of sheriff for at least a one (1) year period of time. All tests shall be practical and shall consist only of subjects which will fairly determine the capacity of the persons examined to perform the duties of the position in which the appointment is to be made. Tests may include examination for physical fitness and manual skill. No questions in any tests shall relate to religious or political opinions or affiliations. The eligible candidates shall take rank upon a list which shall be compiled for each position, in order of their relative excellence as determined by the tests without reference to the priority of the time from when the tests are given. No lists of eligible persons shall be valid after one (1) year except, however, the merit service board may extend an eligible period for not more than one (1) year. Notice of the time, place and general scope of each test and the duties, pay and experience required for all positions for which the test is to be held, shall be given by the board to each applicant at least one (1) week preceding the test. The notice must be in writing and addressed to the last known address supplied by the applicant. Notice of promotional tests shall be given as the board may prescribe.

SECTION 13. Whenever a vacancy occurs in any position in the classified section of the office of sheriff, the sheriff shall make requisition to the board for the names and addresses of all persons eligible for appointment thereto. The board shall certify the names of all persons on the eligible list for position wherein the vacancy exists within thirty (30) days of the requisition to the board. The sheriff

thereupon shall investigate each of the five (5) highest on the list of eligible candidates. In the event the investigations result in none of the first five (5) persons being acceptable to the sheriff, he shall investigate the next five (5) eligible candidates on the list, one after another until one of eligible candidates investigated is acceptable to the sheriff. The sheriff shall appoint such person to the position wherein the vacancy exists and shall notify the board of his action. If the merit service board fails to provide a list, then the sheriff may make appointments to vacancies after having notified the board of his action or his intentions to do so.

No appointment of promotion for any position in the classified service, shall be deemed complete until after the expiration of six (6) months probationary service during which time the sheriff may determine the effectiveness of the employee. If in his adjustment the employee does not meet the standards, he may terminate the employment of any person certified and appointed when he deems it to be in the best interest of the service. Whenever a position of the classified service is filled by promotion and the services of the person promoted are terminated by the sheriff during the probationary period, such person shall forthwith be returned to duty in the previous position held by him in the classified service unless such person's conduct during the probationary period had given grounds for dismissal for cause under this Act. Any person dismissed during the probationary period shall not be eligible to a hearing before the board.

A person who is certified to the sheriff and does not report for duty at the time so designated and who does not explain such failure to report in writing within five (5) days, may be rejected by the sheriff who shall forthwith notify the board of the action taken and the reason thereof, and the person's name will then be removed from the eligible list.

SECTION 14. All employees in the classified service may be transferred from one position to another in the same class, and not otherwise. Transfers may be instituted only by the sheriff and shall be permitted only with the consent of the sheriff.

SECTION 15. The practice and procedure of the board with respect to any investigation by the board as authorized by this Act, shall be in accordance with the rules and regulations to be established by the board. Such rules and regulations shall provide for a reasonable notice to all persons affected by any order which the board may issue on completion of such investigation. Such persons shall have the opportunity to be heard either in person or by counsel, and to introduce testimony in his behalf at a public hearing which shall be held for that purpose.

The board, when conducting any investigations or hearings authorized by this Act, shall have the power to administer oaths, take depositions, issue subpoenas, compel the attendance of witnesses and the production of books, accounts, papers, records, documents and testimony. In case of the disobedience of any person to comply with the orders of the board or of a subpoena issued by the board or any of its members, or on the refusal of a witness to testify on any matter on which he may be lawfully interrogated, the judge in any court of record within the county on application of any member of the board, shall compel obedience by proceedings as for contempt. The sheriff or his legal deputy shall serve such subpoenas as issued by the board.

SECTION 16. The sheriff shall give an immediate report in writing of all appointments, reinstatements, vacancies, absences or other matter effecting the status of any member of the classified service or the performance of duties of such members. The report shall be in the manner and form prescribed by the board.

The sheriff may suspend any employee for not more than ten (10) days for cause and there will be no right of appeal for any suspension thereof. Provided, however, the sheriff shall not have the authority to suspend any employee for more than one (1) suspension of ten (10) days within any given six (6) month period of time without a right of appeal. If the sheriff shall suspend any employee for a period longer than ten (10) days, the suspended employee shall be notified in writing of the charges which caused his suspension. He shall thereafter have ten (10) days to request a hearing before the merit service board, and upon his request the board shall set a hearing not more than thirty (30) days from the date of the receipt of his request for a hearing.

SECTION 17. The sheriff shall have the authority to dismiss any employee for ordinary cause with a right of appeal to the board assured the employee. The dismissed employee shall be notified in writing of the causes for dismissal. He shall have ten (10) days to request a hearing before the board and upon his request the council shall set a hearing not more than thirty (30) days from the date of the receipt of the request. The rules of procedure for the conduct of any investigation by the merit service board shall apply to this hearing. Upon a finding by the board that the sheriff has not complied with the procedures of the board, the board may order the employee to be reinstated.

SECTION 18. No employee holding a position in the classified service shall take an active part in any political campaign while on duty nor under any circumstance shall any employee of the office of sheriff solicit money for political campaigns or in any way use his position as a deputy sheriff so as to reflect his personal feelings as those of the office of sheriff or to use his position as deputy sheriff to exert any pressure on any one person or group of people to sway that person's or persons' political views. Neither an employee while on duty nor any officer while in uniform shall display any political advertising or paraphernalia on his person or on his automobile. No employee of the office of sheriff shall make any public endorsement of any candidate in any campaign for elected office. However, nothing in this Act shall be construed to prohibit or prevent any such employee from becoming or continuing to be a members of a political club or organization and enjoying all of the rights and privileges of such membership or from attending any political meetings, while not on duty, or in the course of his official duties, nor shall he be denied from enjoying any freedom from interference in the casting of his vote. Any person violating the provisions of this Section shall be dismissed from the service of the office of sheriff.

SECTION 19. The sheriff shall not require any employee in the classified service to participate in any political activity as a condition of employment, continuation of employment, or promotion. If, upon an investigation by the board and a determination that such actions have taken place, the board shall issue an order to the sheriff to cease and desist from such activity. If the sheriff fails to comply or persists in the activity, the council may apply to any court of record in the county for a citation of contempt.

SECTION 20. If any provision of this Act or the application thereof to any person or circumstances is held invalid, such invalidity shall not affect other provisions or applications of this Act which can be given effect without the invalid provision or application, and to that end the provision of this Act are declared severable.

SECTION 21. All laws or parts of laws in conflict with the provisions of this Act are hereby repealed.

SECTION 22. This Act shall become effective as to any county to which it may apply when the same shall have been approved by the Quarterly Court (County Commission) of such county by a vote of not less than two-thirds (2/3) of the members thereof, such approval to be made within ninety (90) days after the sine die adjournment of the General Assembly of the State of Tennessee for the year 1972, the public welfare requiring its becoming effective at the time. Its approval or non-approval shall be proclaimed by the presiding officer of the Quarterly County Court and certified by him to the Secretary of State.

SECTION 23. For the purpose of approving or rejecting the provisions of this Act, as provided in Section 22, it shall be effective on becoming a law, the public welfare requiring it. For all other purposes it shall become effective September 1, 1972, upon being approved as provide



Blount County Sheriff's Office

Human Resources Manual

Appendix 20



Statement of Disciplinary Action

Name: _____

Date: _____

The following actions may be taken against an employee for disciplinary purposes:

Oral Reprimand: Violation of any order, policy, or procedure may result in an oral reprimand. Supervisors may issue oral reprimands without the prior approval of their Captain, a Deputy Chief, or the Chief Deputy. A supervisor who issues an oral reprimand will maintain a written record of the reprimand, and the basic reason for it, for a period of 1 year. Supervisors must inform the employee being disciplined that the action is a formal oral reprimand.

Written Reprimand: A written reprimand may be issued as the result of an administrative hearing or by a supervisor, and are maintained in the employee's personnel file for a period of 3 years. Supervisors may issue a written reprimand in situations where an oral reprimand has not resulted in the expected improvement, or where more severe action is warranted. Supervisors may issue a written reprimand without prior approval of their Captain, Deputy Chief, or the Chief Deputy, but must forward a copy of the reprimand through the chain of command to the Chief Deputy.

Suspension from Duty: Supervisors may immediately suspend from duty any employee, with pay, who reports to work unfit for service as defined in the Code of Conduct. Such suspension will be immediately reported to their Captain and/or a Deputy Chief and to the Chief Deputy by 0900 the next business day. The Chief Deputy will confirm and authorize such suspensions in writing and will exercise the disciplinary procedures deemed appropriate. Any suspension from duty without pay will be approved only after an administrative hearing as established in the administrative review process discussed below. According to federal law, employees who are exempt from overtime will not be suspended without pay for periods of less than one full workday. Non-exempt employees may be suspended without pay on an hourly basis.

Demotion in Rank: Done on the recommendation of the Chief Deputy, with concurrence by the Sheriff, and is accomplished only as the result of an administrative hearing.

Dismissal: This action is subject to the findings of an administrative hearing, and is the most severe form of internal discipline that can only be accomplished after review and concurrence by the Sheriff.

As of the date noted above, the following disciplinary action(s) against you are taken based on the information provided in the Disciplinary Complaint Against Employee Form, specific violations of the Code of Conduct and/or Sheriff's Office policies and procedures, and imposed either by a Hearing Officer as a result of an Administrative Hearing, or decision of a supervisor if a minor violation.

You have the right to seek a review of this Disciplinary Action through Level 2 of the Administrative Review Process (5.05 BCSO HR Rules and Regulations Manual). Your request for such a review must be made in writing and filed with the Chief Deputy on a Request for Review of Disciplinary Action Form (see Appendix 21 of the HR Manual) within 5 working days after receipt of this form. The Chief Deputy may provide specific information as to the preparation of a request.

Signature of Chief Deputy (or Supervisor if a minor infraction)

Date



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Appendix 21



Request for Review of Disciplinary Action

Review of disciplinary actions will be processed through the administrative review process presented in Section 5.05 of the HR Manual and must be submitted to the Chief Deputy within 5 working days after the effective date of the Statement of Disciplinary Action for the review to be conducted. Requests for review that are submitted after this time will not be considered.

Employees may contest either the conclusion of fact on which a disciplinary action is based, or the specific penalty prescribed.

I, _____, do hereby request a review of the disciplinary action taken against me effective _____. The nature of the disciplinary action was:

My grounds for attacking, objecting to, or challenging the validity of the disciplinary action (the entire scope of the disciplinary action or only a designated part thereof) is:

The relief requested is:

Employee's Signature

Date

Response of Chief Deputy:

Signature of Chief Deputy

Date



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Human Resources Manual

Appendix 22



CONFIDENTIAL

Line-of-Duty Death Information

Name: _____
Last First Middle

The information that you provide on this form will be used ONLY in the event of your serious injury or death in the line of duty. Please take the time to fill it out accurately because the data will be of extreme comfort to your family and the Sheriff's Office in fulfilling your wishes.

Your Address _____

City _____

State _____ Zip Code _____

Your home phone number _____

FAMILY INFORMATION

Spouse's Name _____

Address and telephone,
if different from above _____

Spouse's employer, work
address, and telephone _____

Names and dates _____ DOB: _____
of birth of your
children _____ DOB: _____
_____ DOB: _____
_____ DOB: _____
_____ DOB: _____
_____ DOB: _____

If you are divorced, please provide information about your ex-spouse.

Name _____
Address _____
City _____
State _____ Zip Code _____
Phone Home (____) _____ Work (____) _____

Do you want a police representative to contact your ex-spouse? () Yes () No

Please list the name, address, and telephone numbers of your children who live outside the family home and key relatives (parents, siblings, in-laws, etc.) below:

	<u>Name</u>	<u>Address</u>	<u>Phone (H&W)</u>	<u>Relationship</u>
1.	_____	_____	_____	_____
2.	_____	_____	_____	_____
3.	_____	_____	_____	_____

4. _____

5. _____

6. _____

7. _____

8. _____

NOTIFICATIONS

Please list the persons you would like to be contacted by a police representative in case of serious injury or death in the line of duty. Begin with the first person you would like notified.

<u>Name</u>	<u>Address</u>	<u>Phone(H&W)</u>	<u>Relationship</u>
-------------	----------------	-----------------------	---------------------

1. _____

2. _____

Is there anyone you would like to accompany the police representative when the notification is made to your immediate family? If someone other than a Sheriff's Office representative, please include address and telephone number.

1. _____

2. _____

Is there anyone you would like to be contacted to assist your family, or to assist with funeral arrangements, or related matters who is not listed above? This person should be knowledgeable concerning your life insurance representatives, location of your will, etc.

<u>Name</u>	<u>Address</u>	<u>Phone (H&W)</u>	<u>Relationship</u>
-------------	----------------	------------------------	---------------------

1. _____

2. _____

ADDITIONAL INFORMATION

Please list any preferences you may have regarding funeral arrangements:

Funeral Home _____

Church or Synagogue _____

Cemetery _____

Are you a veteran of the U.S. Armed Services? Yes () No ()

If you are entitled to a military funeral as determined by the Department of Veterans Affairs, do you wish to have one? Yes () No ()

Do you wish a law enforcement funeral? Yes () No ()

Please list memberships in law enforcement, religious, or community organizations that may provide assistance to your family.

_____	_____
_____	_____
_____	_____

Do you have a will? Yes () No ()

If yes, where is it located? _____

Please list any insurance policies you may have.

Company

Policy #

Location of Policy

1. _____

2. _____

3. _____

Are there any special requests or directions you would like followed upon your death?

Signature _____ Date _____



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Appendix 23



SECONDARY EMPLOYMENT REQUEST FORM

This request must be submitted and approved prior to accepting any secondary employment, and must be renewed annually thereafter. Changes in secondary employment status must be reported immediately to the Chief Deputy. Please read Section 6.02 of the Blount County Sheriff's Office Human Resources Rules and Regulations Manual prior to completing this request.

Name of Employee: _____ Date: _____
 Job Title: _____ Function: _____

Type of Secondary Employment Requested: Off-Duty _____ Extra-Duty _____

Name of Secondary Employer: _____

Address of Secondary Employer: _____

City: _____ State: _____ Zip: _____

Contact Name: _____ Phone Number: _____

Name of Secondary Employer Supervisor: _____

Employment Beginning Date: _____ Time: _____

Employment Ending Date: _____ Time: _____

In Uniform: _____ Plain Clothes: _____

Type of work to be performed (please be specific): _____

Does the Secondary Employer agree to provide the employee with Worker's Compensation benefits during time employed? Yes _____ No _____ (If "No", the employee must understand that the Blount County Sheriff's Office will not be held responsible for any Worker's Compensation claim incurred while employed with Secondary Employer.)

Secondary Employer Representative: _____ Date: _____

I, _____ agree that the Secondary Employer may release my employment record to the Blount County Sheriff's Office. I also understand that failure to comply with departmental policy relating to secondary employment may result in disciplinary action.

Employee's Signature _____ Date _____

Request Approval: Captain: _____

Deputy Chief : _____

Final Approval: Chief Deputy: _____



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Appendix 24



How to File Complaints Against Deputies and Other Employees of the Blount County Sheriff's Office

The Sheriff's Office depends on the integrity and discipline of all employees, individually and collectively. Public image is determined by professional response to allegations of misconduct against it or its employees. The Sheriff's Office must have the capability to competently and professionally investigate allegations of wrong doing by employees, and to address complaints impacting its response to community needs.

Citizens, offenders, and inmates with legitimate grievances regarding perceived or actual misconduct, will be received courteously and handled efficiently. Employees will assist and cooperate in the processing of complaints consistent with procedures.

There are 2 classes of complaints:
minor and serious.

Minor – Relates to a violation(s) of policies and procedures and/or sections of the Code of Conduct that indicate a violation is minor in nature, and can usually be handled by a supervisor. Such complaints may relate to minor misunderstandings or disagreements that may easily be resolved.

Serious – Relates to a violation(s) of policies and procedures and/or sections of the Code of Conduct that indicate a violation is major in nature, and initially cannot be handled by a supervisor.



How to File a Complaint With the Blount County Sheriff's Office

Office Hours

Monday – Friday

8:00 a.m. to 4:30 p.m.

Phone 273-5000



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Appendix 25



Citizen Complaint or Commendation Form

Complaint _____ Commendation _____

Name: _____

Address: _____

City: _____ State: _____ Zip Code _____

Phone: () _____ - _____ Cell Phone: () _____ - _____

Place of employment: _____ Work Phone: () _____ - _____

Date of Birth: ____/____/____ Social Security Number: ____-____-____ Race: _____

Height: ____' ____" Weight: _____ Hair Color: _____ Eye Color: _____ DL#: _____

Name of BCSO Employee: _____

Date of Incident _____ Approximate time of Incident _____

Location of Incident: _____

Witness(s) Name(s)	Address	Phone
_____	_____	() _____ - _____
_____	_____	() _____ - _____
_____	_____	() _____ - _____

Describe Details of Incident on Next Page (Use Additional Pages If Necessary)

I, the above named, certify that the above statement is true, accurate, and complete to the best of my knowledge. I understand that under the rules and regulations of the Blount County Sheriff's Office, the employee against whom this complaint (if filing a complaint) is filed may be summoned to appear in an Administrative Hearing or be subject to an Internal Affairs Investigation. By signing this complaint (if filing a complaint), I hereby agree to appear at a called Administrative Hearing, and/or be interviewed by an Internal Affairs Investigator, and testify under oath concerning all matters relevant to this complaint (if filing a complaint). I also understand that a copy of this complaint (if filing a complaint) will be forwarded to the employee. If a hearing is held, the employee and his or her attorney have a right to be present and to cross-examine me concerning any testimony that I may give. Please be advised that if you make any false statement in this complaint (if filing a complaint), you may be prosecuted for filing a false police report (TCA Section 39-16-502) and may be subject to civil liability.

Signature

Date

Signature of Supervisor

Date



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Appendix 27



Tuition Reimbursement Form

Employee Name: _____

Function: _____ Job Title: _____

Supervisor: _____

Name of School/Organization: _____

Title of Course: _____ Cost of Course: \$ _____

Title of Course: _____ Cost of Course: \$ _____

Total Cost: \$ _____

Dates of course from: _____ to: _____

Reason for taking
course: _____

The supervisor and Deputy Chief must sign this form before an employee may enroll in any course work for tuition reimbursement.

If you are eligible for benefits from other sources you are required to apply those benefits to your cost of prior to being reimbursed by Blount County Sheriff's Office.

Note: You are required to submit verification of course completion including grade(s) before payment will be made.

Signatures for Approval:

Employee: _____ Date: _____

Supervisor: _____ Date: _____

Deputy Chief: _____ Date: _____

Deputy Chief of Admin: _____ Date: _____



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Appendix 28



Sick Leave Bank Guidelines/Procedures

The purpose of the Employee Sick Leave Bank is to provide sick leave to full-time employees of Blount County Government who have suffered a qualifying personal illness, injury or disability.

All full-time employees of Blount County Government who are entitled to sick leave under the Sick Leave Policy will be eligible to participate in the Sick Leave Bank provided they meet the requirements:

1. Worked for one (1) continuous year.
2. Have a minimum of six (6) accumulated sick leave days.
3. Three (3) days of sick leave will be deducted from his or her personal accumulation and deposited to the Sick Leave Bank.

Employees electing to participate will do so during the month of November with the effective date of January 1st. Donations of sick leave to the Sick Leave Bank are non-refundable and non-transferable.

If at any time the number of hours in the Sick Leave Bank is less than one (1) day per member, the Trustees will assess each member one (1) or more (up to a maximum of 3) days of accumulated sick leave. If a member has no accumulated sick leave at the time of assessment, the first earned day(s) will be donated as they are accrued by the employee.

By written notice to the Trustees, a member may withdraw from the Sick Leave Bank participation on December 31st. Membership withdrawal, however, will result in the forfeiture of all days contributed.

Members of the Sick Leave Bank will be eligible to apply to the Bank for sick leave, only after having been a member of the Bank for thirty (30) calendar days.

Use of the Sick Leave Bank is restricted to illness, surgery or accident resulting in an absence of ten or more consecutive working days. A member must first utilize accumulated vacation or sick leave per the following schedule, before receiving leave from the Sick Leave Bank:

Vacation- Member's available time must be reduced to forty hours

Sick leave- Member's available leave must be reduced to three days

After utilizing the Member's available vacation and sick leave as indicated above, and any available comp time and personal days, receipt of leave from the Sick Leave Bank may begin.

Granted leave from the Bank, approved by the Trustees, will be awarded as needed not exceeding twenty (20) working days for which the individual applicant would have otherwise lost pay. Applicants may submit requests for an extension of such leave grants before or after prior grants expire. The maximum number of days any participant may receive in any fiscal year, which presently begins on July 1 and ends on June 30, is sixty (60). In the event a member is physically or mentally unable to make a request to the Sick Leave Bank for use of sick leave days, any member of the immediate family or agent may file the request.

A physician's statement stating that the illness or accident will require more than a ten (10) day absence is **required** as a part of the application to receive sick leave days from the Sick Leave Bank. Also, a physician's statement of condition is required from any member requesting additional leave beyond the first twenty (20) days. Refusal to comply will result in denial of the pending request for use of sick leave days from the Bank.

Sick leave granted to a member from the Sick Leave Bank need not be repaid by the individual except at such time as it is deemed necessary to uniformly assess all members.

Grants of sick leave from the Sick Leave Bank will not be made to any members on account of elective and or cosmetic surgery, or illness of any member of the participant's family, or during any period the member is receiving workers' compensation.

A member will lose the right to obtain the benefits of the Sick Leave Bank by:

- (a) Resignation or termination of employment with Blount County Government;
- (b) Cancellation of participation which is effective on January 1st next;
- (c) Refusal to honor such assessment as may be required by the Trustees;
- (d) Retirement;
- (e) Any documented proof of fraud or misrepresentation of facts in making application for use of sick leave from the Sick Leave Bank; or
- (f) Changing to part-time employment status. (29 hours or less per week)

Sick leave used from the Sick Leave Bank shall not constitute creditable service for sick and annual leave accrual or for longevity purposes.

The Board of Trustees may vote to expel any member if the member is found to have violated any of the provisions set forth herein.

Any member who receives Sick Leave Bank benefits through the use of fraud or any misrepresentation of facts shall be liable for the reimbursement of all salary and benefits expended by the bank.

In the event the Sick Leave Bank is dissolved, the total number of days on deposit shall be returned to the participating members and credited to their personal sick leave accumulated in proportion to the number of days each has contributed individually. Days returned under this section and credited to the individual participants accumulation shall be rounded to the nearest one-half (1/2) days.



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Appendix 29



Youth Program

Mission Statement

The Blount County Sheriff's Office, in maintaining the highest of standards, advocates youth partnerships with the Sheriff's Office, school system and community through educational programs that reinforce the significant relationship between youth, leadership, and community improvement.

Goals

1. To assure youth have a network of support through interaction with officers and community leaders.
2. To have youth to take the initiative needed to take positive and active roles in their communities.
3. To increase awareness and address social issues that affects youth as well as adults in schools and communities.
4. To increase self-esteem.
5. To build skills in leadership, teamwork, problem solving, and conflict resolution.



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Appendix 3



Classification Plan

A classification plan provides for the systematic arrangement of positions into classes that describe the duties and responsibilities that serve as the basis for employment and such basic human resources functions as compensation, performance evaluation, selection and recruitment, and promotion. It is important to understand that preparation of a classification plan is not intended to evaluate or assess individual or unit performance. It is a series of events including completion of job analysis questionnaires by a majority of employees, use of those completed questionnaires to develop class descriptions, the preparation of an organization chart that serves as the basis of an allocation table indicating where each classification is allocated in the organization chart, review of this information by supervisors and command staff, and the development of that information into a classification plan. The components of a class description are presented below. In developing these descriptions an effort was made to develop general yet useful descriptions of work-related information and, insofar as possible, to include position-specific terminology so that employees could relate their positions to those being described. Presented below is a brief summary of each part of the class descriptions.

CLASS TITLE

A descriptive designation of the type of work performed. Existing class titles have been used or revised where necessary. Class titles should be used in payroll and budget work and for other administrative purposes such as records and position allocation. Since the classification plan groups similar jobs into logical classes, there may be other working titles that are appropriate when authorized. Examples of this would be a corrections officer being assigned as a Facility Inspection Officer or Classification Officer.

REPORTS TO

A person assigned to a class that directly supervises a person assigned to a class. In addition to the obvious information relating to whom a person in a class reports, it is also important for the implementation of the Performance Management Plan.

NATURE OF WORK

This section is a general description of the work to be performed with emphasis on those basic factors that distinguish one class from another. Usually included are such factors as responsibility, difficulty, the way in which the work is assigned and reviewed, and other similar factors. It is a brief summary of the position.

EQUIPMENT/JOB LOCATIONS

This provides a brief summary of the general types of equipment that an employee in the class may be required to use, such as firearms, specialized equipment such as computers, etc. There is also a brief statement relating to the level of stress, any specific hazards or dangerous conditions, and where the work is generally performed, i.e., outdoors or indoors in a climate-controlled environment.

WORKING RELATIONSHIPS

Most positions in the Sheriff's Office have two levels of working relationships: **internal** that relates to work associations within the organization; and **external** that relates to work associations with the general public and other public safety and criminal justice agencies. This section provides a brief summary of the level of these relationships.

EXAMPLES OF WORK

This section is intended to enable a reader to obtain a more specific picture of the actual work performed in positions assigned to a class. As the disclaimer on each class description indicates, "The examples may not include all of the duties which may be performed or required." The list is descriptive, not limiting, and is not intended to describe all the work that is to be performed by an employee assigned to a class, although the examples listed should cover the most significant duties and responsibilities required that makes this class distinct from other classes.

SUPERVISION EXERCISED

For those classes that may supervise others, this identifies the class or classes the person assigned to this class may supervise, identifies the class or classes of employee the employee in this position must evaluate.

DESIRABLE KNOWLEDGE AND ABILITIES

This section identifies the levels of knowledge, abilities, and skills that either needs to be present when an employee is selected to fill a position in the class, or the employee indicates through testing and evaluation that they are capable of obtaining or learning the necessary knowledge, skills, and abilities for that position with proper training and experience. Obviously a new employee, or an employee assigned to a new position, cannot have all the knowledge and capability to perform a position developed for each class, therefore testing and evaluation of new and existing employees is used to identify the capabilities of individuals to ensure the best "fit" possible for a position in a class. Education and experience also play a significant part of the equation that goes into the filling of positions. These factors are presented below.

NECESSARY AND SPECIAL REQUIREMENTS

This section specifies basic education and experience requirements, where applicable, for classes as well as any certifications or licensing required for a person assigned to a class. Most positions in the Sheriff's Office have certain certification requirements such as P.O.S.T. and T.C.I certifications required by state statute, and most positions require a valid driver's license. It must be emphasized that no single factor can either qualify or disqualify an individual for a position in a class, and there must be recognition of the combination of

training and experience in order to allow admission of all qualified applicants to a selection process.

CONCLUSION

A classification plan is not static and is not intended to permanently fix employees in a single position in a class or that classes are fixed and cannot be amended, dissolved, or new classes created. It will always be open to change, especially as the Sheriff's Office and its mission changes in the future. The *Blount County Sheriff's Office Human Resources Rules and Regulations Manual*, Section 3, Classification of Positions, establishes the policies and procedures to be followed when creating, amending, or abolishing a class.

DEPUTY CHIEF OF ADMINISTRATION

REPORTS TO:

Sheriff and Chief Deputy

NATURE OF WORK:

Manages the financial, information technology, human resources, office support, and records management functions of the Sheriff's Office and serves as a member of the command staff. This is professional level work supervising the financial management functions of the Sheriff's Office that has multiple funding sources and a significant budget to administer. This position works closely with the Director of Information Technology in designing and implementing systems designed to accomplish a variety of financial and record keeping activities. Work is performed independently under the general supervision of the Sheriff and Chief Deputy.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment associated with administrative management such as a desktop computer, calculator, fax machine, and other office related equipment. The demands of the job may be mentally stressful and is conducted indoors in a climate controlled environment.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination among command staff and those responsible for the administration of the functions under this employee's duties and responsibilities. Requires interaction with all levels of personnel involved in the administrative and financial management of the Sheriff's Office.

External: Significant contact with the general public and other county departments, especially those related to financial management. The nature of the job is that most personal contacts are to give or exchange information, resolve problems, provide a service, and to negotiate or settle matters.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Develops methods for review of management systems including agency organization, manpower and staffing, budgeting and budget monitoring procedures, general policy development, records and records management procedures, accounting procedures, materials and supply purchases and inventory systems, and operating methods.
- Coordinates the preparation of the Sheriff's Office operating budget and requested capital improvements budget.
- Works with the Director of Information Technology in coordinating the design, implementation, and maintenance of the Sheriff's Office computers and information technologies.
- Through the Office Manager, supervises record keeping and records maintenance in accordance with policies and procedures.

- Establishes systems for obtaining and maintaining statistical data relating to Sheriff's Office activities.
- Plans, organizes, and directs the work of a diverse administrative support unit.
- Conducts independent research and analysis and prepares detailed reports, charts, and manuals on a variety of Sheriff's Office matters.
- Ensures that training is provided to employees covering procedures, forms, and other areas on a periodic basis.
- Attends budget hearings, County Commission committee meetings, and other meetings relating to the operation of the Sheriff's Office to provide information on and support for Sheriff's Office programs and policies.
- Serves as a member of the command staff assuring adequate policy and procedural development of fiscal, administrative, and facility related concerns.
- Performs related work as required.

SUPERVISION EXERCISED:

Directly supervises the Sheriff's Office Purchasing Agent, the Director of Information Technology, the Office Manager, and the functions under Planning and Research (Community Affairs, Accreditation, and Crime Analysis).

DESIRABLE KNOWLEDGE AND ABILITIES:

- Knowledge of the following:
 - Administrative practices and procedures.
 - Research and accounting procedures.
 - Office automation and information technology.
 - State and county laws relating to the operation of the Sheriff's Office.
 - Functions of other governmental jurisdictions and authorities as they relate to the operation of the Sheriff's Office.
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, other county, state, and federal authorities, and the public.
 - Plan, organize, direct, and evaluate the work of subordinates performing a variety of administrative and management operations and functions.
 - Prepare and effectively present oral and written information relating to the activities of the various duties and functions under the Deputy Chief of Administration.
 - Exhibit tact, initiative, and good judgment.

NECESSARY AND SPECIAL REQUIREMENTS:

- Possession of a bachelor's degree in business, public administration, or accounting, and three (3) years of accounting, financial management, or related experience, preferably including one (1) year in a supervisory capacity; or, any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.
- Must possess a valid Tennessee driver's license.

ACCOUNTS PAYABLE/RECORDS CLERK

REPORTS TO:

Office Manager

NATURE OF WORK:

Performs responsible and specialized administrative and clerical duties relating to the accounting and records management functions and responsibilities of the Sheriff's Office. The employee in this position serves as a lead worker and assists the Office Manager in a variety of complex and confidential administrative, records, and accounting policies and procedures that requires knowledge of Sheriff's Office policies and procedures sufficient to interpret and communicate these to others. The incumbent plans and carries out own assignments under general supervision of the Office Manager and may provide assistance and direction to less knowledgeable employees.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment associated with administrative and financial management such as a desktop computer, calculator, fax machine, and other office related equipment. The demands of the job may be mentally stressful and is conducted entirely indoors in a climate controlled environment.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination among command staff and those responsible for the administration of the functions under this employee's duties and responsibilities. Requires interaction with all levels of personnel involved in the administrative and financial management of the Sheriff's Office.

External: Significant contact with the general public and other county departments, especially those related to financial management. The nature of the job is that most personal contacts are to give or exchange information, resolve problems, provide a service, and to negotiate or settle matters.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Collects data relating to attendance of all employees and maintains records of compensatory, annual, personal, and sick leave and distributes current information relating to leave to supervisors and employees.
- Assists the Office Manager with accounts payable, paying bills by purchase order and payment authorization.
- Organizes and maintains archival files for the Sheriff's Office.
- Compiles monthly reports relating to activities in the various functions of the Sheriff's Office distributing them based on standard operating procedures.
- Organizes and maintains the office supply room.

- Assists in the duties and responsibilities of a Data Entry Clerk as necessary.
- Collects, counts, and records deposits in the absence of the Office Manager.
- Supervises Records Office when Office Manager is absent.
- Assists with preparation of payroll when requested or in the absence of the Office Manager.
- Fills in for Data Entry and Records Clerks as necessary.
- Compiles list of Handgun Carry Permit Applications and distributes information relating to handgun permits to other offices in the Sheriff's Office and other agencies outside the Sheriff's Office.
- Performs related work as required.

SUPERVISION EXERCISED:

Supervises clerks responsible for the management of law enforcement and corrections records, the management of the TIBRS system, and financial accounting of all Sheriff's Office activities in the absence of the Office Manager.

DESIRABLE KNOWLEDGE AND ABILITIES:

- Knowledge of the following:
 - English grammar, punctuation, and spelling.
 - Administrative practices and procedures.
 - Office automation and information technology in an administrative and accounting environment.
 - State and county laws, rules, and regulations relating to the records and financial management of the Sheriff's Office.
 - Functions of other governmental jurisdictions and authorities as they relate to the Sheriff's Office.

- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, other Sheriff's Office and county employees, and the public.
 - Learn, interpret, understand, apply, and communicate Sheriff's Office policies and procedures relating to records and financial management.
 - Prepare and effectively present oral and written information relating to the activities of the various duties and functions of the Records Office.
 - Make computations with speed and accuracy.
 - Keep and maintain complex records.
 - Assemble and organize data and to prepare reports from such data.
 - Exhibit tact, initiative, and good judgment.
 - Read and interpret written materials.

NECESSARY AND SPECIAL REQUIREMENTS:

- Graduation from high school and three (3) years of related experience; or, any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.
- Must have a TIBRS and NCIC certification.

ADMINISTRATIVE ASSISTANT

REPORTS TO:

Deputy Chief of Administration

NATURE OF WORK:

Performs a variety of responsible administrative and clerical duties in support of the Sheriff, Chief Deputy, and Deputy Chiefs as well as the administrative activities of the Sheriff's Office. The employee in this position is responsible for difficult, complex, and often confidential administrative and clerical activities as directed by the Sheriff and the Chief Deputy who define the objectives, priorities, and deadlines of work, requiring the incumbent to use judgment in interpreting and adapting guidelines to specific projects or problems, planning and carrying out successive steps and resolving problems independently.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment associated with administrative management such as a desktop computer, calculator, fax machine, and other office related equipment. The demands of the job may be mentally stressful and is conducted entirely indoors in a climate controlled environment.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination among the command staff and all levels of the Sheriff's Office.

External: Considerable contact with the general public. The nature of the job is that most personal contacts are to give or exchange information, resolve problems, and to provide a service.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Type's letters, reports, minutes, and a variety of material from rough draft, clear copy, notes, and other sources using a desktop computer and occasionally a typewriter.
- Sets appointments for interviews, meetings, and other matters relating to the Sheriff, Chief Deputy, and Deputy Chiefs as directed.
- Greets visitors and answers calls directing them to the proper source for answers or to the proper function or section in the Sheriff's Office.
- Opens, sorts, and distributes mail for the Sheriff, Chief Deputy, Deputy Chiefs and the other administrative functions in the Sheriff's Office.
- Proofreads figures, forms, memoranda, letters and/or reports for accuracy and grammar.
- May assist the Deputy Chief of Administration in making deposits and other minor accounting duties relating to grants and other fiscal management responsibilities.
- Uses a desktop computer to input, retrieve, verify, and research information relating to the Sheriff's Office.

- Requisitions supplies for use in the administrative activities of the Sheriff's Office.
- Keeps records and prepares reports as needed.
- Performs related work as required.

SUPERVISION EXERCISED:

None

DESIRABLE KNOWLEDGE AND ABILITIES:

- Knowledge of the following:
 - English grammar, punctuation, and spelling.
 - Administrative practices and procedures related to Sheriff's Office activities such as forms, terminology, and records.
 - Office automation and information technology in an administrative and records environment.
 - Functions of other governmental jurisdictions and authorities as they relate to Sheriff's Office activities.

- Ability to do the following:
 - Establish and maintain effective working relationships with other Sheriff's Office and county employees, and the public.
 - Learn, interpret, understand, apply, and communicate Sheriff's Office policies and procedures relating to administrative management matters.
 - Prepare and effectively present oral and written information relating to the activities of the various duties and functions of the Sheriff's Office.
 - Keep and maintain complex records.
 - Assemble and organize data and to prepare reports from such data.
 - Exhibit tact, initiative, and good judgment.
 - Read and interpret written materials.

NECESSARY AND SPECIAL REQUIREMENTS:

Graduation from high school and three (3) years of related experience; or, any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

ADMINISTRATIVE LIEUTENANT

REPORTS TO:

Chief Deputy

NATURE OF WORK:

Performs law enforcement duties in an assigned area, assisting in investigations of criminal offenses and in the apprehension of criminals. An employee in this classification receives intensive training in the various phases of law enforcement work, and assignments are carried out under close supervision during the entire training period. After completion of training, deputy is assigned duties and responsibilities of coordinating any community related activity where the BCSO may be involved.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, chemical and impact weapons, radio and communications equipment, various types of emergency equipment, and other equipment associated with law enforcement. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work outdoors and in all types of weather conditions as well as indoors in a climate controlled environment. There is always a possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

- Internal** Significant interaction and coordination with personnel assigned to patrol and/or Criminal Investigations. The nature of the work requires that employees support each other for personal and public safety and to effectively and efficiently perform their duties and responsibilities.
- External** There is significant public contact, and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide services, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Checks doors and windows of businesses and residential property.
- Investigates suspicious activities and makes arrests for violations of federal, state, and/or local laws.
- Arrests offenders and escort them to the Justice Center for processing.
- Receives complaints and makes investigations of wanted or missing persons and of stolen cars and property, and maintains surveillance for recovery and apprehension.
- Maintains crowd and traffic control as needed due to accidents, emergencies, or at

- special events where there are a large number of people.
- Administers first-aid treatment and lifesaving techniques to the acquired level of training.
- Reports defects in roadways that require the attention of other agencies.
- Reports damaged traffic control devices and traffic lights that are out of order to the proper agency.
- Issues citations and warnings for traffic violations.
- Makes a daily report of activities and prepares detailed reports relating to specific incidents, accidents, investigations, arrests, or special assignments.
- Assumes responsibility for proper maintenance of assigned vehicle.
- Receives and investigates complaints of a general nature from the public.
- Prepares and presents informational programs on law enforcement-related subjects to interested groups.
- Properly prepares and presents court cases.
- Conducts interrogation of suspects involved in criminal offenses.
- Discovers, preserves, and corroborates physical evidence at a crime scene for presentation in criminal prosecution.
- Prepares details of criminal case files pertaining to major offenses.
- Operates surveillance equipment.
- Investigates narcotics and drug offenses requiring a number of chemical tests for suspected narcotics and drug violations.
- May serve on a special unit such as K-9, Marine Patrol, Bicycle Patrol, SWAT, or other special units.
- Performs related work as required.
- Scheduling of Citizen's Academy Classes
- Coordination and scheduling of all community events
- Primary contact for Citizen's Ride-a-long Program
- Performs administrative duties as required by supervisor
- Coordinates and schedules off duty and extra duty employment
- Coordinates crime prevention and neighborhood watch programs
- Serves as the FTO Coordinator for Patrol Operations including trainee assignments, Daily Observation Reports along with weekly and end of phase evaluations.
- Assists Human Resources with new hire orientation.
- Performs any Administrative task deemed necessary by the Sheriff, Chief Deputy or Deputy Chief's.

SUPERVISION EXERCISED:

Coordination and oversight of extra duty and off duty assignments of BCSO Personnel as well as supervision of the Blount County Citizen's Academy. The position will also oversee FTO's and trainees while going through the FTO program.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS:

- Knowledge of the following:
 - Knowledge of modern methods and practices of criminal investigations and identification and the laws governing interviews and evidence gathering.

- Concepts, principles, and practices relating to criminal investigation operations.
 - Record keeping procedures.
 - Use of reports and records and their application to the administration and solution of criminal investigations.
 - Functions of other governmental jurisdictions and authorities as they relate to law enforcement.
 - Basic computer skills and other office equipment.
 - Local geography.
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals or varied ethnic backgrounds, other county, state, and federal authorities, and the general public.
 - Be courteous yet firm with the public and to be alert.
 - Use discretion and good judgment.
 - Understand and to carry out complex oral and written instructions.
 - Drive an emergency vehicle safely.
 - Use and maintain competency with the weapons and emergency equipment that a deputy or Investigator is required to carry.
 - Physical condition that permits the activities necessary in and inherent to the law enforcement profession.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Operation of communication and computer equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- At least two (2) years experience as Supervisor with the Blount County Sheriff's Office, preferably supplemented by advanced training in public safety supervision.
- Must be certified under P.O.S.T. requirements as established in the Tennessee Codes Annotated.
- Must possess a Tennessee Driver's License

AUTOMOTIVE TECHNICIAN

REPORTS TO:

Deputy Chief of Administration

NATURE OF WORK:

The automotive technician may inspect, diagnose, repair, replace, rebuild, overhaul, and service mechanical and electronic systems and components of all sheriff's office vehicles including cars, trucks, motorcycles, boats, buses, tractors, all terrain vehicles, etc... This work requires rounded training and experience usually acquired through a formal apprenticeship or equivalent training and experience. The position is required to be on call after normal business hours and may require working abnormal hours.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment and tools related to automotive mechanics. The demands of this position can be stressful both mentally and physically and may require bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work primarily in an indoor environment with the possibility of being exposed to hazardous conditions.

WORKING RELATIONSHIPS:

Internal: Interaction and coordination relating to the supervision and operation of inmates assigned to a garage. Interaction and coordination relating to the scheduling of automotive maintenance and repair work with sheriff's office personnel.

External: Interaction and coordination relating to the scheduling of automotive maintenance and repair work with other individuals and companies outside the sheriff's office.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Performs preventative vehicle maintenance
- Performs major or minor repairs of all gasoline and diesel engines, transmissions, and differentials
- Repairs vehicle body and chassis parts using hand and power tools
- Changes tires, wheels, and balance wheels
- Maintains and installs all electrical components
- May involve roadside repairs or towing of disabled vehicles
- Will observe all proper safety precautions
- Supervises and directs inmate activities while performing automotive repairs.
- Supervise inmates in the maintenance of the garage area.
- Prevents inmates from bringing contraband items into the Detention Facility.
- Prevents unauthorized activities by inmates assigned to the garage.
- Monitor the safety of inmates while assigned to the garage.

- Attend required training as scheduled.
- Performs other related duties as assigned.

SUPERVISION EXERCISED:

Directly supervises inmates assigned to the garage

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - All Policies and Procedures of the Blount County Sheriff's Office.
 - Record keeping procedures (logs, classifications, maintenance records, receipts, invoices, etc.).
 - Computer operations related to records maintenance and scheduling
- Ability to do the following:
 - Establish and maintain effective working relationships with sheriff's office personnel, inmates, and other business personnel related to this job. Public contact is frequent.
 - Plan, organize, direct, and evaluate the work of inmates performing a variety of operations and functions.
 - Identify and interpret unusual or group behaviors and activities accurately.
 - Read and interpret applicable rules, regulations, policies and procedures.
 - Schedule appointments
- Skill to do the following:
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Operate a variety of equipment and tools as they relate to automotive mechanics
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- Must be at least 21 years of age.
- Should be a high school graduate, or equivalent.
- Must have work experience as an automotive technician.
- Possess a valid Tennessee Driver's License.

DATA ENTRY CLERK

REPORTS TO:

Office Manager

NATURE OF WORK:

Performs skilled operation of alpha-numeric key-to-disc data entry equipment used for the recording of source data such as accident reports, incident reports, etc., relating to the operation of the Sheriff's Office. An employee in this position may also serve as a records clerk and perform other administrative duties associated with the Records Office as directed. Much of the work follows standard guidelines and procedures under general supervision.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment associated with administrative duties such as a desktop computer, calculator, fax machine, and other office related equipment. The demands of the job may be mentally stressful and is conducted entirely indoors in a climate controlled environment.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination among those responsible for the administration of the functions and responsibilities of the Records Office. Requires interaction with all levels of personnel involved in the administrative and financial management of the Sheriff's Office.

External: Significant contact with the general public. The nature of the job is that most personal contacts are to give or exchange information, resolve problems, and to provide a service.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Operates alpha-numeric key-to-disc data entry equipment and records often complex statistical and accounting data such as offense reports, accident reports, incident reports, investigative reports, etc., in accordance with prescribed procedures.
- Verifies some material visually, frequently spot-checking work.
- May operate peripheral data processing equipment such as printers when necessary.
- Assists the TIBRS and NCIC clerks in developing and transmitting information.
- Copies and files offense and arrest reports daily.
- Provides relief for other Data Entry and Records Clerks as required.
- Assists in preparation of Criminal History Reports.
- Greets and assists the public, responding to questions and giving directions.
- Answers the telephone responding to questions and giving directions.
- May serve as mail clerk, and assists in the collection and distribution of mail.
- Performs related work as required.

SUPERVISION EXERCISED:

None

DESIRABLE KNOWLEDGE AND ABILITIES:

- Knowledge of the following:
 - Operation of alpha-numeric keyboards.
 - Office procedures and terminology.
 - Elementary principles of accounting.
 - Complicated clerical duties involved in confidential files management.

- Ability to do the following:
 - Make decisions in accordance with established procedures.
 - Follow complex oral and written instructions.
 - Establish and maintain effective working relationships with other employees and the public.
 - Exhibit tact, initiative, and good judgment.

NECESSARY AND SPECIAL REQUIREMENTS:

- Graduation from high school, or equivalent, with one (1) year of data entry experience; or, any equivalent combination of education and experience which provides the required knowledge, skills, and abilities.
- To become certified as an NCIC operator within one (1) year of employment.
- Attend TIBRS training within one (1) year of employment.

DETENTION CENTER RECORDS CLERK

REPORTS TO:

Office Manager

NATURE OF WORK:

Performs responsible and specialized administrative and clerical duties relating to the Detention Center reporting systems and records management functions and responsibilities. The employee in this position serves as a lead worker assisting the Office Manager, the administration of the General Sessions and Circuit Courts located in the Justice Center, and the Detention Center in a variety of complex and confidential administrative, reporting, and records policies and procedures that requires knowledge of Sheriff's Office policies and procedures as well as state law sufficient to interpret and communicate these to others. The incumbent plans and carries out own assignments under general supervision of the Office Manager and provides assistance and direction to less knowledgeable employees.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment associated with administrative management such as a desktop computer, calculator, fax machine, and other office related equipment. The demands of the job may be mentally stressful and is conducted entirely indoors in a climate controlled environment.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination among court administration employees, Detention Center personnel, and those personnel in the Records Office responsible for the administration of the functions under this employee's duties and responsibilities.

External: Significant contact with the other state and local government agencies that house inmates in the Detention Center. There is also significant contact with the public related to questions and concerns of inmates. The nature of the job is that most personal contacts are to give or exchange information, resolve problems, and to provide a service.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Completes state, other counties, and each city's prisoner board bills monthly.
- Enters documentation on TOMIS and sentence reduction credits for state inmates monthly.
- Processes required paperwork for Tennessee Department of Corrections as required.
- Makes entries into the NCIC as necessary.
- Maintains daily inmate counts.
- Receives and returns paperwork such as bonds, warrants, orders, etc., from courts.
- Maintains inactive inmate files.
- Expunges records upon orders of courts.

- Maintains work release accounts.
- Assists in the duties and responsibilities of a Data Entry Clerk as necessary.
- Fills in for Data Entry and Records Clerks as necessary.
- Performs related work as required.

SUPERVISION EXERCISED:

May supervise clerks responsible for the management of detention center records as directed by the Office Manager.

DESIRABLE KNOWLEDGE AND ABILITIES:

- Knowledge of the following:
 - English grammar, punctuation, and spelling.
 - Administrative practices and procedures.
 - Office automation and information technology in an administrative and accounting environment.
 - State and county laws, rules, and regulations relating to the records management of the Detention Center.
 - Functions of other governmental jurisdictions and authorities as they relate to corrections.
- Ability to do the following:
 - Establish and maintain effective working relationships with other Sheriff's Office and county employees, and the public.
 - Learn, interpret, understand, apply, and communicate Sheriff's Office policies and procedures relating to records management.
 - Prepare and effectively present oral and written information relating to the activities of the various duties and functions of the Records Office.
 - Keep and maintain complex records.
 - Assemble and organize data and to prepare reports from such data.
 - Exhibit tact, initiative, and good judgment.
 - Read and interpret written materials.

NECESSARY AND SPECIAL REQUIREMENTS:

- Graduation from high school and three (3) years of related experience; or, any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.
- Must have a NCIC certification and attend TIBRS training.

DIRECTOR OF INFORMATION TECHNOLOGY

REPORTS TO:

Deputy Chief of Administration

NATURE OF WORK:

Directs and manages the central data processing, information management, and communications systems functions and hardware and software acquisition, installation, and maintenance for the Sheriff's Office. The person in this position provides direction, coordination, and administrative oversight of all data processing, information/communications networks, systems, and related technologies and activities for the Sheriff's Office.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment associated with information systems management such as a desktop and laptop computers, file servers, and other data processing related equipment. The demands of the job may be mentally stressful and is conducted indoors in a climate controlled environment.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination among employees who use the data processing system including the command staff as to planning and implementing data processing systems.

External: Some contact with the general public and other county departments, especially the one dealing with countywide information systems. The nature of the job is that most personal contacts are to give or exchange information, resolve problems, provide a service, and to negotiate or settle matters relating to information technologies.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Meets with the Sheriff, Chief Deputy, Deputy Chiefs, and function commanders concerning data processing and information technology needs and systems requirements.
- Formulates, sets, and implements policies and procedures for current and future information and/or communication systems and activities.
- Oversees the development, implementation, and management of an integrated organization wide system of data processing, information, and communications systems and networks affecting all operations of the Sheriff's Office.
- Directs, coordinates, and oversees the upgrading and implementation of data processing and information systems in the Sheriff's Office.
- Oversees the design and implementation of research and development activities in data processing, information, and communications systems and networks.
- Reviews all information technology activity costs and effectiveness, recommending revisions where indicated.

- Provides policy direction and guidance to the Deputy Chief of Administration and the command staff in managing staff, handling personnel/employment matters, and in the development and monitoring of the Sheriff's Office budget.
- Directs the development and design of effective in-house training programs in conjunction with the Training Function.
- Represents the Sheriff's Office on the countywide data processing committee.
- Performs related work as required.

SUPERVISION EXERCISED:

Directly supervises the Information Technology Specialist.

DESIRABLE KNOWLEDGE AND ABILITIES:

- Knowledge of the following:
 - Principles, methods, and procedures involved in installing, maintaining, troubleshooting, and repairing data processing and information systems
 - Office automation and information technology.
 - State and county laws relating to the operation of the Sheriff's Office.
 - Functions of other governmental jurisdictions and authorities as they relate to the operation of the Sheriff's Office.
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, other county, state, and federal authorities, vendors, and the public.
 - Collect and analyze cost data and to prepare appropriate, cost-effective recommendations based on this data.
 - Plan, organize, direct, and evaluate the work of the data processing and information technology systems of the Sheriff's Office.
 - Prepare and effectively present oral and written information relating to the data processing and information technology systems.
 - Exhibit tact, initiative, and good judgment.

NECESSARY AND SPECIAL REQUIREMENTS:

- Possession of a bachelor's degree in data processing and/or information systems, business administration, public administration, or mathematics, and five (5) years of related experience, preferably including two (2) years in a supervisory or administrative capacity; or, any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.
- Must possess a valid Tennessee driver's license.

EQUIPMENT CUSTODIAN

REPORTS TO:

Office Manager

NATURE OF WORK:

Orders, maintains, inventories, and replenishes equipment needed to provide assigned law enforcement personnel the ability to perform their assigned duties. The primary duty of this classification is the issue and maintenance of equipment.

EQUIPMENT/JOB LOCATION:

The demands of this position can be stressful both mentally and physically and may require bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work primarily indoors .

WORKING RELATIONSHIPS:

Internal Significant interaction and coordination with all personnel as it relates to equipment needs

External Interaction and coordination with equipment and supply vendors in order to maintain consistent inventory.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Ordering supplies for deputies and assigned vehicles
- Assists the Office Manager to track and control firearms owned by the Sheriff's Office.
- Works with the Office Manager to purchase expendable supplies needed based on an ongoing inventory of use against supplies in storage.
- Issues clothing, leather goods, and other supplies to deputies, corrections officers, and other employees as needed.
- Issue of new equipment to deputies
- Maintain inventory of weapons issued
- Maintain inventory of cell phones issued
- Issue radio equipment and insure radio equipment stays in good state of repair
- Collect and account for assigned equipment when employee separates from the Sheriff's Office
- Performs related work as required.

SUPERVISION EXERCISED:

None

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS:

- Knowledge of the following:
 - Record keeping procedures.
 - Basic computer skills and other office equipment.
 - Local geography.

- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals or varied ethnic backgrounds, other county, state, and federal authorities, and the general public.
 - Understand and to carry out complex oral and written instructions.

- Skill to do the following:
 - Operation of communication and computer equipment.
 - Maintain a high level of organizational skills

NECESSARY AND SPECIAL REQUIREMENTS

- Graduation from high school, or equivalent, and be at least 21 years old.
- Must possess a valid Tennessee Driver's License.

INFORMATION TECHNOLOGY SPECIALIST

REPORTS TO:

Director of Information Technology

NATURE OF WORK:

Coordinates installation and ongoing maintenance support functions for the central data processing, information management, and communications systems functions and hardware and software for the Sheriff's Office. The person in this position is responsible for assisting the Director of Information Technology in coordinating and maintaining installation and maintenance support for data processing, communication, and network technologies used by the Sheriff's Office

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment associated with information systems management such as a desktop and laptop computers, file servers, and other data processing related equipment. The demands of the job may be mentally stressful and is conducted indoors in a climate controlled environment.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination among employees who use the data processing system. The nature of the job is that most personal contacts are to give or exchange information, resolve problems, provide a service, and to negotiate or settle matters relating to information technologies.

External: Some contact with the general public and other county departments, especially the one dealing with countywide information systems

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Assists the Director of Information Technology in formulating, setting, and implementing policies and procedures for current and future information and/or communication systems and activities in the Sheriff's Office.
- Coordinates hardware and software problems between users and the Director of Information Technology and vendors.
- Determines sources of hardware and software problems and coordinates which vendor(s) should correct the problem.
- Coordinates repair problems by serving as a liaison between users and vendors and evaluating methods by which the Sheriff's Office can do its own repairs.
- Acquires parts and other supplies in coordination with the Director of Information Technology when it is determined that the Sheriff's Office can complete repairs in-house.
- Assists in overseeing the development, implementation, and management of an integrated organization wide system of data processing, information, and communications systems and networks affecting all operations of the Sheriff's Office.

- Participates in coordinating and overseeing the upgrade and implementation of data processing and information systems in the Sheriff's Office.
- Reviews information technology activity costs and effectiveness, recommending to the Director of Technology revisions where indicated.
- Provides instruction for in-house training programs in conjunction with the Training Function.
- Performs related work as required.

SUPERVISION EXERCISED:

None

DESIRABLE KNOWLEDGE AND ABILITIES:

- Knowledge of the following:
 - Principles, methods, and procedures involved in installing, maintaining, troubleshooting, and repairing data processing and information systems
 - Office automation and information technology.
 - Functions of other governmental jurisdictions and authorities as they relate to the operation of the Sheriff's Office.
- Ability to do the following:
 - Establish and maintain effective working relationships with other Sheriff's Office and county agencies, vendors, and the public.
 - Collect and analyze cost data and to prepare cost-effective recommendations based on this data.
 - Keep accurate and complete records.
 - Communicate effectively both orally and in writing.
 - Exhibit tact, initiative, and good judgment.

NECESSARY AND SPECIAL REQUIREMENTS:

- Possession of an associate's degree in data processing and/or information systems, business administration, or mathematics, and two (2) years of related experience; or, any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.
- Must possess a valid Tennessee driver's license.

INFORMATION TECHNOLOGY SPECIALIST/CRIME ANALYST

REPORTS TO:

Director of Information Technology

NATURE OF WORK:

Coordinates installation and ongoing maintenance support functions for the central data processing, information management, and communications systems functions and hardware and software for the Sheriff's Office. The person in this position is responsible for assisting the Director of Information Technology in coordinating and maintaining installation and maintenance support for data processing, communication, and network technologies used by the Sheriff's Office. Compiles data relating to crime and traffic activities of the Sheriff's Office to identify trends and as the basis of reports used by the command staff for strategic and tactical planning. The person in this position works closely with the Records Office and the Patrol Function to obtain data. The incumbent is expected to work independently within guidelines established by policies and procedures and as developed by the command staff.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment associated with information systems management such as a desktop and laptop computers, file servers, and other data processing related equipment. The demands of the job may be mentally stressful and is conducted indoors in a climate controlled environment.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination among employees who use the data processing system. The nature of the job is that most personal contacts are to give or exchange information, resolve problems, provide a service, and to negotiate or settle matters relating to information technologies.

External: Some contact with the general public and other county departments, especially the one dealing with countywide information systems

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Assists the Director of Information Technology in formulating, setting, and implementing policies and procedures for current and future information and/or communication systems and activities in the Sheriff's Office.
- Coordinates hardware and software problems between users and the Director of Information Technology and vendors.
- Determines sources of hardware and software problems and coordinates which vendor(s) should correct the problem.
- Coordinates repair problems by serving as a liaison between users and vendors and evaluating methods by which the Sheriff's Office can do its own repairs.

- Acquires parts and other supplies in coordination with the Director of Information Technology when it is determined that the Sheriff's Office can complete repairs in-house.
- Assists in overseeing the development, implementation, and management of an integrated organization wide system of data processing, information, and communications systems and networks affecting all operations of the Sheriff's Office.
- Participates in coordinating and overseeing the upgrade and implementation of data processing and information systems in the Sheriff's Office.
- Reviews information technology activity costs and effectiveness, recommending to the Director of Technology revisions where indicated.
- Provides instruction for in-house training programs in conjunction with the Training Function.
- Provides a resource for crime prevention and security knowledge that can be used by the public and private sectors in the form of crime prevention training, security assessments, or general crime prevention and security advice.
- Performs statistical studies on crime and traffic to assist in developing strategic and tactical planning, disseminating the information in a timely manner ensuring its effectiveness.
- Applies statistical studies to a GIS mapping software so that all relational aspects of statistical studies can be more easily viewed and analyzed.
- Assists end users of statistical studies in understanding and applying the information in the most effective and efficient manner possible.
- Performs "hotspot" analysis of specific problems identified by the command staff, producing and disseminating this information to the appropriate persons.
- Maintains the Sex Offender Registry from the state that locates sex offenders in the county for investigative purposes.
- Maintains records on the location of parolees that is used for investigative purposes.
- Performs related work as required.

SUPERVISION EXERCISED:

None

DESIRABLE KNOWLEDGE AND ABILITIES:

- Knowledge of the following:
 - Principles, methods, and procedures involved in installing, maintaining, troubleshooting, and repairing data processing and information systems
 - Office automation and information technology.
 - Functions of other governmental jurisdictions and authorities as they relate to the operation of the Sheriff's Office.

- Ability to do the following:
 - Establish and maintain effective working relationships with other Sheriff's Office and county agencies, vendors, and the public.

- Collect and analyze cost data and to prepare cost-effective recommendations based on this data.
- Keep accurate and complete records.
- Communicate effectively both orally and in writing.
- Exhibit tact, initiative, and good judgment.
- Work independently and to meet deadlines.

NECESSARY AND SPECIAL REQUIREMENTS:

- Possession of an associate's degree in data processing and/or information systems, business administration, or mathematics, and two (2) years of related experience; or, any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.
- Must possess a valid Tennessee driver's license.

NCIC CLERK

REPORTS TO:

Office Manager

NATURE OF WORK:

Performs responsible and specialized administrative and clerical duties relating to the Criminal Investigation Function (Criminal Investigations) and to the NCIC system. The work in this position involves varied and occasionally complex clerical and administrative methods and problems, and may require the exercise of judgment based on knowledge gained through experience. Serves as a lead worker assisting Criminal Investigations personnel in a variety of complex and confidential administrative, reporting, and records policies and procedures that requires knowledge of Sheriff's Office policies and procedures as well as state law sufficient to interpret and communicate these to others. The incumbent plans and carries out own assignments under general supervision of the Deputy Chief of Investigations and provides assistance and direction to less knowledgeable employees.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment associated with administrative management such as a desktop computer, calculator, fax machine, and other office related equipment. The demands of the job may be mentally stressful and is conducted entirely indoors in a climate controlled environment.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination among Criminal Investigations personnel, Records Office personnel, court administration employees, and those personnel in the Records Office responsible for the administration of TIBRS and NCIC operations.

External: Some contact with the general public. The nature of the job is that most personal contacts are to give or exchange information, resolve problems, and to provide a service.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Serves as the Assistant TAC for the NCIC system in the Sheriff's Office, making entries into the NCIC as necessary.
- Maintains schedules of Investigators daily activities.
- Makes needed copies of case files for records, attorneys, etc., and maintains case files for Investigators.
- Prepares Investigators written and taped statements and interviews.
- Enters data relating to investigative information into computer system.
- Maintains case file logs of cases held in Criminal Investigations and notes the current status of each file.

- Performs typing duties for Criminal Investigations personnel such as press releases, letters, memorandum, etc.
- Runs NCIC/TIES checks when requested by Investigators.
- Assists in the duties and responsibilities of the Criminal Investigations Clerk as necessary.
- Maintains files on ROCIC communications.
- Serves as liaison between records and Criminal Investigations for items such as incident reports, supplemental reports, arrest reports, etc.
- Operates standard office equipment such as desktop computer, calculator, fax machine, etc.
- Performs related work as required.

SUPERVISION EXERCISED:

May supervise the Criminal Investigations Clerk as directed by the Office Manager or the Criminal Investigations Supervisor.

DESIRABLE KNOWLEDGE AND ABILITIES:

- Knowledge of the following:
 - English grammar, punctuation, and spelling.
 - Administrative practices and procedures related to investigative activities such as forms, terminology, and records.
 - Office automation and information technology in an administrative and records environment.
 - Functions of other governmental jurisdictions and authorities as they relate to investigative activities.

- Ability to do the following:
 - Establish and maintain effective working relationships with other Sheriff's Office and county employees, and the public.
 - Learn, interpret, understand, apply, and communicate Sheriff's Office policies and procedures relating to records management and investigative administrative matters.
 - Prepare and effectively present oral and written information relating to the activities of the various duties and functions of the Records Office.
 - Keep and maintain complex records.
 - Assemble and organize data and to prepare reports from such data.
 - Exhibit tact, initiative, and good judgment.
 - Read and interpret written materials.

NECESSARY AND SPECIAL REQUIREMENTS:

- Graduation from high school and three (3) years of related experience; or, any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.
- Must have a TIBRS and NCIC certification.

OFFICE MANAGER

REPORTS TO:

Deputy Chief of Administration

NATURE OF WORK:

Supervises the accounting and records management functions of the Sheriff's Office and serves as an adviser to the command staff on matters relating to records management. This is management level administrative work supervising several employees involved in accounting and records management. This position works closely with the Deputy Chief of Administration and function captains in designing and implementing systems to accomplish a variety of financial and record keeping activities. The incumbent exercises independent judgment and decision making responsibility on administrative and records matters with limited supervision from the Deputy Chief of Administration.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment associated with administrative and financial management such as a desktop computer, calculator, fax machine, and other office related equipment. The demands of the job may be mentally stressful and is conducted entirely indoors in a climate controlled environment.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination among command staff and those responsible for the administration of the functions under this employee's duties and responsibilities. Requires interaction with all levels of personnel involved in the administrative and financial management of the Sheriff's Office.

External: Significant contact with the general public and other county departments, especially those related to financial management. The nature of the job is that most personal contacts are to give or exchange information, resolve problems, provide a service, and to negotiate or settle matters.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Supervises clerical staff in coordinating daily operations relating to records management and accounting functions.
- Trains and cross-trains clerical staff to orient and teach required functions of the office.
- Supervises law enforcement and corrections records ensuring that laws and regulations such as TIBRS, NCIC, and records retention and filing are followed.
- Reviews reports to ensure accuracy using source documents, files, and other supporting information.
- Authorizes invoices, purchases orders, and maintains control over office expenditures.

- Keeps financial records by posting data to ledgers showing funds approved, appropriated, transferred, and expended during the fiscal year.
- Coordinates payroll activities with the county payroll office, maintains records of leave requests, and files disciplinary actions as they are received from the Chief Deputy.
- Composes correspondence independently for self and other employees.
- Maintains confidential records and employee files.
- Screens mail and answers routine correspondence not requiring the attention of the Deputy Chief of Administration or other command staff personnel.
- Types correspondence, reports, minutes, letters, memoranda, and other documents using a word processor
- Performs related work as required.

SUPERVISION EXERCISED:

Directly supervises clerks responsible for the management of law enforcement and corrections records, the management of the TIBRS system, and financial accounting of all Sheriff's Office activities.

DESIRABLE KNOWLEDGE AND ABILITIES:

- Knowledge of the following:
 - English grammar, punctuation, and spelling.
 - Administrative practices and procedures.
 - Office automation and information technology in an administrative and accounting environment.
 - State and county laws, rules, and regulations relating to the records and financial management of the Sheriff's Office.
 - Functions of other governmental jurisdictions and authorities as they relate to the Sheriff's Office.

- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, other Sheriff's Office and county employees, and the public.
 - Plan, organize, direct, and evaluate the work of subordinates performing a variety of administrative and accounting operations and functions usually simultaneously.
 - Prepare and effectively present oral and written information relating to the activities of the various duties and functions under the Office Manager.
 - Exhibit tact, initiative, and good judgment.
 - Read and interpret written materials.

NECESSARY AND SPECIAL REQUIREMENTS:

- Graduation from high school and five (5) years of related experience, preferably including at least two (2) years in a supervisory capacity; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

- Must be a certified RAC in the TIBRS system within one (1) year of appointment.
- Must be certified NCIC and act as TAC within one (1) year of appointment.

PUBLIC INFORMATION OFFICER

REPORTS TO:

Deputy Chief of Administration

NATURE OF WORK:

Performs professional staff duties involving the collection, preparation, analysis, and/or dissemination of public information to and for citizens, the media, and employees of the Sheriff's Office. The incumbent in this position is assigned professional staff duties relating to public information, media relations or research, handling all phases of a public relations campaign, and the conduct and application of evaluative studies and surveys. This employee works independently on assigned projects and receives general supervision and administrative direction from the Deputy Chief of Administration.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment associated with administrative management such as a desktop computer, copier, fax machine, and other office related equipment. The demands of the job may be mentally stressful and is conducted primarily indoors in a climate controlled environment, but may be required to go into the field on occasion.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination among command staff and those responsible for operations in the Sheriff's Office requiring interaction with all levels of personnel.

External: Significant contact with the general public, especially those related to the news media. The nature of the job is that most personal contacts are to give or exchange information, resolve problems, or to provide a service.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Researches, writes, and edits publications for distribution to citizens, the news media, and to employees.
- Supervises the design, production, and distribution of various Sheriff's Office publications.
- Writes new releases, public service announcements, media notifications, and other materials relating to activities of the Sheriff's Office.
- Writes speeches and prepares presentations and talks for the Sheriff, Chief Deputy, and other Sheriff's Office employees.
- Works with other Sheriff's Office personnel in securing information for various publications.
- Photographs special events and other activities of the Sheriff's Office
- Coordinates preparation of the Sheriff's Office Annual Report.
- Helps in long-range planning and the development of strategies to promote Sheriff's Office services and resources.

- Assists in the designs and development of citizen surveys to elicit factual and perceptual data from targeted sources, determining appropriate survey recipients, oversees distribution and collection processes, and arranges and coordinates data entry and evaluation procedures.
- Conducts special projects as directed.
- Prepares and distributes the quarterly Sheriff's Office newsletter.
- Performs related work as required.

SUPERVISION EXERCISED:

None

DESIRABLE KNOWLEDGE AND ABILITIES:

- Knowledge of the following:
 - Writing, editing, photography, and printing techniques required to prepare a variety of publications.
 - English grammar and composition.
 - Data collection and statistical theory and techniques.
 - Administrative practices and research procedures.
 - Office automation and information technology.
 - State and county laws relating to the operation of the Sheriff's Office.
 - Functions of other governmental jurisdictions and authorities as they relate to the operation of the Sheriff's Office.
- Ability to do the following:
 - Establish and maintain effective working relationships with all employees, other county, state, and federal authorities, the news media, and the public.
 - Present ideas concisely and effectively, both orally and in writing.
 - Analyze, interpret, and reports findings and recommendations.
 - Effectively speak in public settings.
 - Meet deadlines.
 - Plan, organize, direct, and evaluate a variety of public relations and public information operations and functions.
 - Exhibit tact, initiative, and good judgment.

NECESSARY AND SPECIAL REQUIREMENTS:

- Possession of a bachelor's degree in communication, journalism, public administration, or other field relevant to public information and/or public relations and three (3) years of related responsible work experience; or, any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.
- Must possess a valid Tennessee driver's license.

RECEPTIONIST

REPORTS TO:

Office Manager

NATURE OF WORK:

Receives visitors to the Sheriff's Office and answers calls and inquiries concerning Sheriff's Office activities. An employee in this position may also serve as a records clerk and perform other administrative duties associated with the administration of the Sheriff's Office as directed. Much of the work follows standard guidelines and procedures under general supervision.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment associated with administrative duties such as a multi-line telephone, desktop computer, calculator, fax machine, and other office related equipment. The demands of the job may be mentally stressful and is conducted entirely indoors in a climate controlled environment.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination among those responsible for the administration of the functions and responsibilities of the Sheriff's Office. Requires interaction with all levels of personnel involved in the administration of the Sheriff's Office.

External: Significant contact with the general public. The nature of the job is that most personal contacts are to give or exchange information, resolve problems, and to provide a service.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Answers a multi-line telephone directing calls to all functions and sections of the Sheriff's Office.
- Acts as a receptionist at the main entrance to the Sheriff's Office in the Justice Center, providing information and coordinating visits to the Sheriff, Criminal Investigations, and other administrative offices in the Sheriff's Office.
- Schedules appointments for the Sheriff, Chief Deputy, and other administrative staff
- Operates data processing equipment such as a desktop computer, printers, fax machines, copiers, and other office equipment when necessary.
- Uses paging equipment to notify personnel as directed.
- Provides relief for Criminal Investigations and Sheriff's Office administrative personnel as required.
- Gives out job applications and information relating to openings in the Sheriff's Office.
- Greets and assists the public, responding to questions and giving directions.

- Assists in the collection and distribution of mail and other deliveries made to the Sheriff's Office.
- Performs related work as required.

SUPERVISION EXERCISED:

None

DESIRABLE KNOWLEDGE AND ABILITIES:

- Knowledge of the following:
 - Operation of multi-line telephone system and alpha-numeric keyboards.
 - Office procedures and terminology.
 - Organization of the Sheriff's Office and location of its various functions and sections.
- Ability to do the following:
 - Make decisions in accordance with established procedures.
 - Follow complex oral and written instructions.
 - Establish and maintain effective working relationships with other employees and the public.
 - Exhibit tact, initiative, and good judgment.

NECESSARY AND SPECIAL REQUIREMENTS:

Graduation from high school, or equivalent, with one (1) year of data entry experience; or, any equivalent combination of education and experience which provides the required knowledge, skills, and abilities.

TIBRS/RECORDS CLERK

REPORTS TO:

Office Manager

NATURE OF WORK:

Performs responsible and specialized administrative and clerical duties relating to the TIBRS reporting system and records management functions and responsibilities of the Sheriff's Office. The employee in this position serves as a lead worker and assists the Office Manager in a variety of complex and confidential administrative, reporting, and records policies and procedures that requires knowledge of Sheriff's Office policies and procedures sufficient to interpret and communicate these to others. The incumbent plans and carries out own assignments under general supervision of the Office Manager and may provide assistance and direction to less knowledgeable employees.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment associated with administrative and financial management such as a desktop computer, calculator, fax machine, and other office related equipment. The demands of the job may be mentally stressful and is conducted entirely indoors in a climate controlled environment.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination among command staff and those responsible for the administration of the functions under this employee's duties and responsibilities. Requires interaction with all levels of personnel involved in the administrative and operational management of the Sheriff's Office.

External: Significant contact with the general public. The nature of the job is that most personal contacts are to give or exchange information, resolve problems, and to provide a service.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Serves as the Assistant RAC for the TIBRS system in the Sheriff's Office.
- Receives incident reports, checking and editing them as necessary, and distributing them to Data Entry Clerks for entry into the Sheriff's Office data processing system.
- Runs the TIBRS error report daily making necessary corrections.
- Prepares case assignment sheets daily.
- Organizes and maintains archival files for the Sheriff's Office.
- Compiles monthly reports relating to activities in the various functions of the Sheriff's Office distributing them based on standard operating procedures.
- Enters TBI Lab Reports into the data processing system.
- Organizes and maintains the office supply room.
- Assists in the duties and responsibilities of a Data Entry Clerk as necessary.
- Fills in for Data Entry and Records Clerks as necessary.

- Performs related work as required.

SUPERVISION EXERCISED:

May supervise clerks responsible for the management of law enforcement and corrections records and the TIBRS system in the absence of the Office Manager or as directed by the Office Manager.

DESIRABLE KNOWLEDGE AND ABILITIES:

- Knowledge of the following:
 - English grammar, punctuation, and spelling.
 - Administrative practices and procedures.
 - Office automation and information technology in an administrative and accounting environment.
 - State and county laws, rules, and regulations relating to the records management of the Sheriff's Office and the TIBRS system.
 - Functions of other governmental jurisdictions and authorities as they relate to the Sheriff's Office.

- Ability to do the following:
 - Establish and maintain effective working relationships with other Sheriff's Office and county employees, and the public.
 - Learn, interpret, understand, apply, and communicate Sheriff's Office policies and procedures relating to records management.
 - Prepare and effectively present oral and written information relating to the activities of the various duties and functions of the Records Office.
 - Keep and maintain complex records.
 - Assemble and organize data and to prepare reports from such data.
 - Exhibit tact, initiative, and good judgment.
 - Read and interpret written materials.

NECESSARY AND SPECIAL REQUIREMENTS

- Graduation from high school and three (3) years of related experience; or, any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.
- Must have a TIBRS and NCIC certification.

DEPUTY CHIEF OF INVESTIGATIONS

REPORTS TO:

Chief Deputy

NATURE OF WORK:

The Deputy Chief of Investigations assists the Chief Deputy and the Sheriff in planning and administering the activities of Criminal Investigations as well as the overall function of the Fifth Judicial Drug Task Force. This employee is responsible for the effective operation of Criminal Investigations and Narcotic Investigations. This involves assigning cases in cooperation with the Patrol Captain, investigators and/or patrol deputies. It further requires auditing existing investigations to assure their successful and timely completion, and participating in major cases as required and directed. Work is reviewed by the Chief Deputy through observation of performance, personal inspection, compliance with policies and procedures, and the results of function activities.

EQUIPMENT/JOB LOCATION:

This employee may be required to operate a variety of equipment including firearms, radio and communications equipment, and other equipment associated with law enforcement. The demands of this position can be stressful both mentally and physically and may require some running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects, although the employee will primarily work indoors in a climate controlled environment with the possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to all Investigations and to the supervision of Investigations Lieutenants, Investigations Sergeants, Investigators, and clerical personnel as well as significant interaction with the Patrol Function, the Corrections Function, the Court Services Function, and the District Attorney General's office. The nature of the work requires that employees support each other for personal and public safety reasons and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Plans and organizes the operation of Criminal Investigations ensuring sufficient personnel are present to effectively provide investigative services including the preparation of work schedules and input into daily activities.
- Plans and organizes the operation of Narcotic Investigations as the Director of the Fifth Judicial Drug Task Force ensuring sufficient personnel are present to effectively

provide investigative services including the preparation of work schedules and input into daily activities.

- Directs the activities of all Investigations supervisors in accordance with established policies and procedures.
- Conducts periodic staff meetings to discuss the current level of operations, changes in policies and procedures, concerns of the command staff relating to Investigative operations, and to pass on and share critical information.
- Interprets new laws and court decisions that affect Investigations operations ensuring that Investigations supervisors and Investigators are made aware of the changes and the impact on operations.
- Ensures that cases and other details assigned to Investigations are conducted in compliance with policies and procedures and in coordination with the command staff and the Patrol Function.
- Inspects Investigations equipment, personnel, and operations on a frequent basis observing the level of safety, proficiency, and operational integrity.
- Responds to major crime scenes or other emergency situations as requested in accordance with policies and procedures and directives from the Sheriff or Chief Deputy.
- Reviews or calls for additional investigation of all complaints against Investigators, reports of employee misconduct, and unusual incidents reported by employees or the public.
- Keeps records and prepares reports as directed by policies and procedures.
- Manages the work performance of Investigations personnel, taking necessary steps to improve employee performance in cooperation and coordination with supervisors and in accordance with Sheriff's Office policies and procedures.
- Cooperates with municipal, state, and federal Investigators as required.
- Maintains formal and informal relationships with state and federal agencies through agreements such as OCDEF cases as well as agreements with the Tennessee Dangerous Drugs Task Force.
- Coordinates formal and in-service training programs for Investigations personnel as coordinated by the Training Function.
- May testify in court and legal proceedings.
- Maintains assigned personal equipment.
- Stays familiar with the duties and responsibilities of all Investigations employees.

SUPERVISION EXERCISED:

Directly supervises all operations of Investigations through supervisors (Investigations Lieutenants, and Sergeants).

DESIRABLE KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the following:
 - Principles and practices of modern law enforcement and public safety organization as they relate to investigations including related rules, regulations, policies, and procedures, especially as they relate to investigative techniques including the collection and preservation of evidence.
 - Modern criminal justice and law enforcement practices, methods, and equipment used in investigations including, but not limited to, supervisory

techniques, training subordinate staff, assigning and reviewing work of subordinates, conducting performance evaluations, and handling disciplinary actions.

- Court documents pertaining to law enforcement operations with specific emphasis on investigations.
 - Public safety concepts, principles, and practices relating to law enforcement operations.
 - Record keeping procedures (reports, files, financial, discipline, etc.).
 - Standards by which the quality of investigative services are evaluated through the use of reports and records and their application to the administration and solution of criminal investigations.
 - Functions of other governmental jurisdictions and authorities as they relate to investigations.
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Plan, organize, direct, and evaluate the work of subordinates performing a variety of law enforcement operations and functions relating to investigations.
 - Prepare detailed technical and evaluative reports.

 - Visually inspect employees, personal equipment, and operations for compliance with policies and procedures relating to investigations.
 - Read and interpret applicable rules, regulations, policies and procedures.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
 - Assign cases
 - Informant management

 - Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, restraints, and security devices.
 - Operation of communication equipment.
 - Prepare cases
 - Testify in court
 - Property and evidence management
 - Forfeiture and seizure management
 - Budget management
 - Management of confidential funds
 - Operation and management of covert surveillance equipment

NECESSARY AND SPECIAL REQUIREMENTS:

- At least five (5) years experience as a supervisor in a law enforcement organization, three (3) years of such experience being with the Blount County Sheriff's Office.
- Three years experience as a supervisor with the Fifth Judicial Drug Task Force
- Must be certified under P.O.S.T. requirements as established in the Tennessee Codes Annotated.
- Must possess a valid Tennessee Driver's License.
- Must have tactical ability
- Must have tactical knowledge
- Must have accounting knowledge

CRIMINAL INVESTIGATIONS CLERK

REPORTS TO:

Deputy Chief of Investigations

NATURE OF WORK:

Performs skilled operation of alpha-numeric key-to-disc data entry equipment used for the recording of source data such as statements, investigative reports, and other matters relating to the operation of Criminal Investigations. An employee in this position may also serve as a records clerk and perform other administrative duties associated with Criminal Investigations as directed. Much of the work follows standard guidelines and procedures under general supervision.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment associated with administrative duties such as a desktop computer, calculator, fax machine, and other office related equipment. The demands of the job may be mentally stressful and is conducted entirely indoors in a climate controlled environment.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination among Criminal Investigations personnel, Records Office personnel, court administration employees, and those personnel in the Records Office responsible for the administration of TIBRS and NCIC operations.

External: Some contact with the general public. The nature of the job is that most personal contacts are to give or exchange information, resolve problems, and to provide a service.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Operates alpha-numeric key-to-disc data entry equipment and records often complex investigative data such as offense reports, incident reports, investigative reports, statements, etc., in accordance with prescribed procedures.
- Verifies some material visually, frequently spot-checking work.
- May operate peripheral data processing equipment such as printers when necessary.
- Assists Criminal Investigations in transmitting information relating to TIBRS and NCIC.
- Copies and files information from case files and arrest reports daily.
- Provides relief for the NCIC Clerk as required.
- Greets and assists the public in matters relating to Criminal Investigations, responding to questions and giving directions.
- Answers the telephone responding to questions and giving directions.
- Performs related work as required.

SUPERVISION EXERCISED:

None

DESIRABLE KNOWLEDGE AND ABILITIES:

- Knowledge of the following:
 - Operation of alpha-numeric keyboards.
 - Office procedures and terminology.
 - Complicated clerical duties involved in confidential files management.

- Ability to do the following:
 - Make decisions in accordance with established procedures.
 - Follow complex oral and written instructions.
 - Establish and maintain effective working relationships with other employees and the public.
 - Exhibit tact, initiative, and good judgment.

NECESSARY AND SPECIAL REQUIREMENTS:

- Graduation from high school, or equivalent, with one (1) year of data entry experience; or, any equivalent combination of education and experience which provides the required knowledge, skills, and abilities.
- To become certified as an NCIC operator within one (1) year of employment

CRIMINAL INVESTIGATIONS SERGEANT

REPORTS TO:

Criminal Investigations Lieutenant or Deputy Chief of Investigations

NATURE OF WORK:

The incumbent is responsible for the activities of a specific type of investigative activity such crimes against persons or crimes against property, and otherwise is responsible for the efficient performance of duties and responsibilities of Investigators assigned to a section. The employee in this position is expected to perform his or her duties according to state and federal laws and the policies and procedures of the Blount County Sheriff's Office. Instructions to the employee are somewhat general but many aspects of the work follow standardized guidelines, and are frequently required to use independent judgment and may from time to time be required to refine existing work methods to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, radio and communications equipment, various types of emergency equipment, and other equipment associated with law enforcement and criminal investigations. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work primarily outdoors in all types of weather conditions as well as indoors in a climate-controlled environment. There is always a possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to the supervision of Investigators and Crime Scene Investigators (CSI) assigned to Criminal Investigations. The nature of the work requires that employees support each other for personal and public safety and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact, and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Assists the Deputy Chief of Investigations, and Criminal Investigations Lieutenant in planning and organizing the operations of Criminal Investigations to ensure sufficient personnel are present for operations, directing personnel and activities of Investigators and CSI's, supervising them in compliance with established policies and procedures and standard operating procedures.

- Assists the Criminal Investigations Lieutenant in planning and organizing the operations of an assigned section relating to either crimes against persons or crimes against property to ensure sufficient personnel are present for operations, supervising them in compliance with established policies and procedures and standard operating procedures.
- Instructs assigned Criminal Investigations Investigators and CSI's as to work assignments and procedures.
- Interprets new laws, rules, and regulations pertaining to the Sheriff's Office for assigned employees.
- Directs and supervises the activities and personnel assigned to specific investigative activities.
- Directs and/or performs investigations of crimes and suspected crimes.
- Supervises and enforces policies and procedures of the Sheriff's Office.
- Evaluates the performance of Investigators.
- Answers correspondence and prepares reports for the Criminal Investigations Lieutenant, calling attention to defects and recommending corrective action.
- Reviews and endorses all offense, arrest reports, and unusual incidents reports submitted by employees assigned to their section, gathering additional information to ensure appropriate action(s) is taken.
- Keeps records and prepares reports as directed by policies and procedures.
- Appraises work of personnel and working conditions, taking necessary steps to improve operations in cooperation and coordination with the other Criminal Investigations Sergeants, Lieutenant, and the Deputy Chief of Investigations.
- Cooperates with municipal, state, and federal law enforcement agencies and personnel as required.
- Coordinates, directs, and/or performs formal and in-service training programs for personnel as coordinated by the Training Function and as directed by the Deputy Chief of Investigations.
- May testify in court and legal proceedings.
- Maintains personal equipment.
- Familiar with the duties and responsibilities of Investigators and CSI's, performing such duties as required.
- Performs other related duties as assigned.

SUPERVISION EXERCISED:

Directly supervises Investigators and CSI's assigned to their cases.

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Principles and practices of modern law enforcement organization and administration including rules, regulations, policies, and procedures, especially as they relate to investigative techniques including the collection and preservation of evidence.
 - Modern criminal justice and law enforcement practices, methods, and equipment used in investigations including, but not limited to, supervisory techniques, training subordinate staff, assigning and reviewing work of subordinates, conducting performance evaluations, and handling disciplinary actions.

- Concepts, principles, and practices relating to criminal investigation operations.
 - Record keeping procedures.
 - Standards by which the quality of investigative services are evaluated and the use of reports and records and their application to the administration and solution of criminal investigations.
 - Functions of other governmental jurisdictions and authorities as they relate to law enforcement.
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Plan, organize, direct, and evaluate the work of subordinates performing a variety of law enforcement operations and functions relating to investigations.
 - Prepare detailed technical and evaluative reports.
 - Visually inspect areas for compliance with Sheriff's Office rules, regulations, policies, and procedures.
 - Read and interpret applicable rules, regulations, policies, and procedures.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
 - Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, chemical weapons, impact weapons, and restraints.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- At least two (2) years experience with the Blount County Sheriff's Office.
- Must be certified under P.O.S.T. requirements as established in the Tennessee Codes Annotated.
- Must possess a Tennessee Driver's License.

CRIMINAL INVESTIGATIONS LIEUTENANT

REPORTS TO:

Deputy Chief of Investigations

NATURE OF WORK:

The incumbent is responsible for the activities of a section in Criminal Investigations and the duties and responsibilities of the Deputy Chief of Investigations in his or her absence if so assigned. The employee in this position is expected to perform his or her duties according to state and federal laws and the policies and procedures of the Blount County Sheriff's Office. A Criminal Investigations Lieutenant is distinguished from a Criminal Investigations Sergeant by the technical requirements of the post, by the addition of administrative duties and responsibilities, and by the more general supervision received from the Deputy Chief of Investigations. Instructions to the employee are somewhat general but many aspects of the work follow standardized guidelines. The employee is frequently required to use independent judgment and may from time to time be required to refine existing work methods to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, radio and communications equipment, various types of emergency equipment, and other equipment associated with law enforcement and criminal investigations. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work outdoors in all types of weather conditions as well as indoors in a climate-controlled environment. There is always a possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to the supervision of Criminal Investigations Sergeants, Investigators, and Crime Scene Investigators (CSI's) assigned to Criminal Investigations. The nature of the work requires that employees support each other for personal and public safety and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact, and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Assists the Deputy Chief of Investigations in planning and organizing the operations of Criminal Investigations to ensure sufficient personnel are present

for operations, directing personnel and activities of Criminal Investigations Sergeants, Investigators, and CSIs, supervising them in compliance with established policies and procedures and standard operating procedures.

- Participates in briefings with patrol shifts and/or other Investigators to pass on critical information concerning criminal investigations.
- Instructs assigned Criminal Investigations supervisors, Investigators, and CSI's as to work assignments and procedures.
- Interprets new laws, rules, and regulations pertaining to the Sheriff's Office for assigned employees.
- Directs and supervises the activities and personnel assigned to specific investigative activities.
- Directs and/or performs investigations of crimes and suspected crimes.
- Supervises and enforces policies and procedures of the Sheriff's Office.
- May coordinate and perform duties and responsibilities relating to polygraph examinations.
- Supervises the operation of the property and evidence functions of the Sheriff's Office.
- Evaluates the performance of Criminal Investigations Sergeants and reviews the performance evaluations conducted by Criminal Investigations Sergeants on their assigned personnel.
- Answers correspondence and prepares reports for the Deputy Chief of Investigations, calling attention to defects and recommending corrective action.
- Reviews and endorses all offense, arrest reports, and unusual incidents reports submitted by employees, gathering additional information to ensure appropriate action(s) is taken.
- Keeps records and prepares reports as directed by policies and procedures.
- Appraises work of personnel and working conditions, taking necessary steps to improve operations in cooperation and coordination with the Deputy Chief of Investigations.
- Cooperates with municipal, state, and federal law enforcement agencies and personnel as required.
- Coordinates, directs, and/or performs formal and in-service training programs for personnel as coordinated by the Training Function and as directed by the Deputy Chief of Investigations.
- May testify in court and legal proceedings.
- Maintains personal equipment.
- Familiar with the duties and responsibilities of Criminal Investigations Sergeants, Investigators, and CSIs, performing such duties as required.
- Performs other related duties as assigned.

SUPERVISION EXERCISED:

Directly supervises Criminal Investigations Sergeants, Investigators, and CSI's.

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Principles and practices of modern law enforcement organization and administration including rules, regulations, policies, and procedures, especially as they relate to investigative techniques including the

- collection and preservation of evidence.
 - Modern criminal justice and law enforcement practices, methods, and equipment used in investigations including, but not limited to, supervisory techniques, training subordinate staff, assigning and reviewing work of subordinates, conducting performance evaluations, and handling disciplinary actions.
 - Principles, practices, and effective management of polygraph operations.
 - Concepts, principles, and practices relating to criminal investigation operations.
 - Record keeping procedures.
 - Standards by which the quality of investigative services are evaluated and the use of reports and records and their application to the administration and solution of criminal investigations.
 - Functions of other governmental jurisdictions and authorities as they relate to law enforcement.
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Plan, organize, direct, and evaluate the work of subordinates performing a variety of law enforcement operations and functions relating to investigations.
 - Prepare detailed technical and evaluative reports.
 - Visually inspect areas for compliance with Sheriff's Office rules, regulations, policies, and procedures.
 - Read and interpret applicable rules, regulations, policies, and procedures.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
 - Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, chemical weapons, impact weapons, and restraints.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- At least two (2) years experience as a supervisor with the Blount County Sheriff's Office.
- Must be certified under P.O.S.T. requirements as established in the Tennessee Codes Annotated.
- Must possess a Tennessee Driver's License.

CRIME SCENE INVESTIGATOR

REPORTS TO:

Criminal Investigations Sergeant or Lieutenant

NATURE OF WORK:

Conducts specialized investigations relating to crimes against persons and property, and arresting suspects. An employee in this classification performs assigned duties in Class B Uniform and uses considerable discretion in the application of specialized knowledge and abilities in investigating and detecting crime. Assignments are received from a Criminal Investigations Sergeant or Lieutenant or a Blount County Communications Dispatcher and usually consists of specific cases to be followed to conclusion. This aspect of the work distinguishes the CSI from patrol deputies who usually make preliminary investigations of cases at the scene of a crime. Although the work is performed in accordance with established rules, regulations, policies, and procedures, the employee must exercise considerable judgment in working on specific cases. Advice and assistance are available from superiors on unusual situations, and work is reviewed through observation of performance, personal inspection, and a review of written reports.

EQUIPMENT/JOB LOCATIONS:

This employee will operate a variety of equipment including firearms, radio and communications equipment, various types of emergency equipment, and other equipment associated with law enforcement and criminal investigations. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work primarily outdoors in all types of weather conditions as well as indoors in a climate-controlled environment. There is always a possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination with Criminal Investigations supervisors, Investigators, and other personnel assigned to Criminal Investigations. The nature of the work requires that employees support each other for personal and public safety and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact and contact with personnel from other agencies, and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Visits crime scenes, searches for and preserves evidence, investigates and follows up clues, and searches for and apprehends suspects.
- Interviews suspects, prisoners, victims, complainants, and witnesses to obtain information regarding crimes.
- Conducts homicide, assault, sex offenses, domestic violence, bombings and bomb threats, arson, thefts, burglaries, bad checks, missing persons, and youth related crime offenses investigations.
- As a part of a special unit, makes specialized vice and organized crime investigations and raids.
- Checks pawn shops, second hand stores, and junk dealers for stolen property.
- Appears in court to present evidence and expert testimony against persons accused of crimes.
- Maintains surveillance over known agitators and suspected criminals.
- Prepares written reports.
- Serves warrants.
- Records and analyzes intelligence information that is submitted and determines validity.
- Follows up on cases assigned.
- Prepares and maintains case files and records on criminal activity.
- Coordinates intelligence matters with Investigators and other agencies.
- Photograph and Document
- Security and Transportation of Evidence
- Measurement and Sketching of Crime Scenes
- Register, Fingerprint and Photograph Felons
- AFIS and IAFIS Entry and Checks
- Performs related work as required.

SUPERVISION EXERCISED:

None

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Knowledge of modern methods and practices of criminal investigations and identification and the laws governing interviews and evidence gathering.
 - Concepts, principles, and practices relating to criminal investigation operations.
 - Record keeping procedures.
 - Use of reports and records and their application to the administration and solution of criminal investigations.
 - Functions of other governmental jurisdictions and authorities as they relate to law enforcement.
 - Basic computer skills and other office equipment.

- Local geography.
- Ability to do the following:
 - Establish and maintain effective working relationships with individuals of varied ethnic backgrounds, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Prepare detailed technical and evaluative reports.
 - Keen sense of observation and to remember names, faces, and details.
 - Read and interpret applicable rules, regulations, policies, and procedures.
 - React quickly and calmly in emergency situations, determining proper courses of action.
 - Maintain criminal history and case files.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
- Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, chemical weapons, impact weapons, and restraints.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- At least two (2) years experience as a patrol deputy in the Blount County Sheriff's Office.
- Must be certified under P.O.S.T. requirements as established in the Tennessee Codes Annotated.

EVIDENCE CUSTODIAN

REPORTS TO:

Criminal Investigations Sergeant or Criminal Investigations Lieutenant

NATURE OF WORK:

The incumbent is responsible for the general control and responsibility for all agency owned property as well as securing, maintaining, and controlling evidence collected by deputies and Investigators of the Sheriff's Office. The employee in this position is expected to perform his or her duties according to state and federal laws and the policies and procedures of the Blount County Sheriff's Office. Instructions to the employee are somewhat general but most aspects of the work follow standardized guidelines. The employee is frequently required to use independent judgment and may from time to time be required to refine existing work methods to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment associated with administrative and financial management such as a desktop computer, calculator, fax machine, and other office related equipment. The demands of the job may be mentally stressful and is conducted entirely indoors in a climate-controlled environment, and this employee may be required to operate, and must be familiar with, a variety of equipment including firearms, radio and communications equipment, various types of emergency equipment, and other equipment associated with law enforcement.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination among command staff and those responsible for the administration of the functions under this employee's duties and responsibilities. Requires interaction with all levels of personnel involved in the management of the equipment and supplies necessary to operate the Sheriff's Office, and with deputies and Investigators in the proper management and control of property and evidence.

External: There is significant public contact and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to settle matters, and obtain information

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Maintains control and "chain of evidence" of all evidence coming into the Justice Center.
- Checks evidence into and out of the secure evidence storage areas.
- Maintains an ongoing inventory of all evidence located in the secure evidence storage areas.
- Issues property receipts to deputies and Investigators who remove evidence from designated storage areas as well as to the public when they claim property no

longer needed for a case.

- Maintains security of the secure evidence storage areas managed by the Sheriff's Office.
- Maintains a filing system and inventory of all incoming and outgoing evidence.
- Executes court orders directing that any property held in evidence storage areas be destroyed, sold, traded, or released.
- Assists in preparing court petitions summarizing property classified as found, abandoned, or awarded to the Sheriff's Office by the courts and prepares the property for auction if not assigned for use by the Sheriff's Office.
- Assists the Crime Scene Investigators in preparing evidence for transport to labs.
- Assists in the verification of seizure forms and tow sheets to ensure their validity.
- Testifies in court as subpoenaed.
- Works with Crime Scene Investigators developing photos and delivering and picking up processed evidence as necessary.
- Answers correspondence and prepares reports calling attention to defects in equipment and supplies or the operation of the property and evidence function and recommends corrective action.
- Keeps records and prepares reports as directed by policies and procedures.
- Performs other related duties as assigned.

SUPERVISION EXERCISED:

None

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Modern law enforcement practices, methods, and equipment and the policies and procedures related to weapons, needed supplies, and county and Sheriff's Office purchasing and financial management.
 - Record keeping procedures.
 - Standards by which the quality of law enforcement services are evaluated, and the use of records and their application to law enforcement administration.
 - Administrative practices and procedures.
 - Office automation and information technology in an administrative and accounting environment.
 - State and county laws, rules, and regulations relating to the financial management of the Sheriff's Office.
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, other Sheriff's Office and county employees, and the public.
 - Plan, organize, and direct the duties and responsibilities relating to the position.
 - Prepare and effectively present oral and written information relating to the activities of the various duties and functions under the Quartermaster.
 - Exhibit tact, initiative, and good judgment.

- Read and interpret applicable rules, regulations, policies, and procedures.
- Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
- Skill to do the following:
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Operation of computer equipment and programs used in the duties of the position.

NECESSARY AND SPECIAL REQUIREMENTS:

- At least five (5) years experience as an employee of the Blount County Sheriff's Office, preferably supplemented by training in purchasing and/or financial administration.
- Although not absolutely necessary for the performance of the position, certification under P.O.S.T. requirements as established in the Tennessee Codes Annotated would be a helpful.
- Must possess a Tennessee Driver's License.

PATROL DEPUTY OR INVESTIGATOR

REPORTS TO:

Patrol Corporal, Patrol Sergeant, and/or Patrol Lieutenant, or in Criminal Investigations, to a Criminal Investigations Sergeant and/or Criminal Investigations Lieutenant

NATURE OF WORK:

Performs law enforcement duties in an assigned area on an assigned shift, assisting in investigations of criminal offenses and in the apprehension of criminals. An employee in this classification receives intensive training in the various phases of law enforcement work, and assignments are carried out under close supervision during the entire training period. After completion of training, a deputy is assigned to regular patrol duty or to Criminal Investigations, and is charged with considerable responsibility for the protection of lives and property. In discharging responsibilities a patrol deputy or Investigator must exercise sound judgment in emergencies and must apply his or knowledge of law enforcement techniques and practices in compliance with applicable federal, state, and local laws.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, chemical and impact weapons, radio and communications equipment, various types of emergency equipment, and other equipment associated with law enforcement. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work primarily outdoors in all types of weather conditions as well as indoors in a climate controlled environment. There is always a possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

- Internal** Significant interaction and coordination with patrol and/or Criminal Investigations supervisors on an assigned shift in the Patrol Function or Criminal Investigations. The nature of the work requires that employees support each other for personal and public safety and to effectively and efficiently perform their duties and responsibilities.
- External** There is significant public contact, and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide services, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Patrols a specified zone in a marked law enforcement vehicle.
- Checks doors and windows of businesses and residential property.
- Investigates suspicious activities and makes arrests for violations of federal, state,

and/or local laws.

- Arrests offenders and escort them to the Justice Center for processing.
- Receives complaints and makes investigations of wanted or missing persons and of stolen cars and property, and maintains surveillance for recovery and apprehension.
- Maintains crowd and traffic control as needed due to accidents, emergencies, or at special events where there are a large number of people.
- Administers first-aid treatment and lifesaving techniques to the acquired level of training.
- Reports defects in roadways that require the attention of other agencies.
- Reports damaged traffic control devices and traffic lights that are out of order to the proper agency.
- Issues citations and warnings for traffic violations.
- Makes a daily report of activities and prepares detailed reports relating to specific incidents, accidents, investigations, arrests, or special assignments.
- Assumes responsibility for proper maintenance of assigned vehicle.
- Receives and investigates complaints of a general nature from the public.
- Prepares and presents informational programs on law enforcement-related subjects to interested groups.
- Properly prepares and presents court cases.
- Conducts interrogation of suspects involved in criminal offenses.
- Discovers, preserves, and corroborates physical evidence at a crime scene for presentation in criminal prosecution.
- Prepares details of criminal case files pertaining to major offenses.
- Operates surveillance equipment.
- Investigates narcotics and drug offenses requiring a number of chemical tests for suspected narcotics and drug violations.
- May serve on a special unit such as K-9, Marine Patrol, Bicycle Patrol, SWAT, or other special units.
- Performs related work as required.

SUPERVISION EXERCISED:

None

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS:

- Knowledge of the following:
 - Knowledge of modern methods and practices of criminal investigations and identification and the laws governing interviews and evidence gathering.
 - Concepts, principles, and practices relating to criminal investigation operations.
 - Record keeping procedures.
 - Use of reports and records and their application to the administration and solution of criminal investigations.
 - Functions of other governmental jurisdictions and authorities as they relate to law enforcement.
 - Basic computer skills and other office equipment.

- Local geography.
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals or varied ethnic backgrounds, other county, state, and federal authorities, and the general public.
 - Be courteous yet firm with the public and to be alert.
 - Use discretion and good judgment.
 - Understand and to carry out complex oral and written instructions.
 - Drive an emergency vehicle safely.
 - Use and maintain competency with the weapons and emergency equipment that a deputy or Investigator is required to carry.
 - Physical condition that permits the activities necessary in and inherent to the law enforcement profession.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
- Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Operation of communication and computer equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- Graduation from high school, or equivalent, and be at least 21 years old, and able to meet the P.O.S.T. Commission requirements as established in the Tennessee Code Annotated.
- Must possess a valid Tennessee Driver's License.

NARCOTICS INVESTIGATOR

REPORTS TO:

Narcotics Unit Sergeant or Lieutenant

NATURE OF WORK:

Conducts specialized investigations relating to illegal use and resale of Narcotics, and arresting suspects. An employee in this classification performs assigned duties in plain clothes and uses considerable discretion in the application of specialized knowledge and abilities in investigating and detecting crime. Assignments are received from a Narcotics Sergeant or other Narcotics command personnel and usually consist of specific cases to be followed to conclusion. This aspect of the work distinguishes this Investigator from patrol deputies who usually make preliminary investigations of cases at the scene of a crime. Although the work is performed in accordance with established rules, regulations, policies, and procedures, the employee must exercise considerable judgment in working on specific cases. Advice and assistance are available from superiors on unusual situations, and work is reviewed through observation of performance, personal inspection, and a review of written reports.

EQUIPMENT/JOB LOCATIONS:

This employee will operate a variety of equipment including firearms, radio and communications equipment, various types of emergency equipment, and other equipment associated with law enforcement and criminal investigations. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work primarily outdoors in all types of weather conditions as well as indoors in a climate-controlled environment. There is always a possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination with Narcotic supervisors. The nature of the work requires that employees support each other for personal and public safety and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact and contact with personnel from other agencies, and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Searches for and preserves evidence, investigates and follows up clues, and searches for and apprehends suspects.
- Interviews suspects, prisoners, victims, complainants, and witnesses to obtain information regarding a case that is being conducted.

- Conducts narcotic related investigations.
- As a part of a special unit, makes specialized vice and organized crime investigations and raids.
- Appears in court to present evidence and testimony against persons accused of crimes.
- Maintains surveillance over known agitators and suspected criminals.
- Prepares written reports.
- Serves search warrants as well as arrest warrants
- Records and analyzes intelligence information that is submitted and determines validity.
- Follows up on cases assigned.
- Prepares and maintains case files and records on criminal activity.
- Coordinates intelligence matters with other Investigators and agencies.
- Performs related work as required.

SUPERVISION EXERCISED:

None

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Knowledge of modern methods and practices of a Narcotics investigations and identification and the laws governing interviews and evidence gathering.
 - Concepts, principles, and practices relating to Narcotics investigation operations.
 - Record keeping procedures.
 - Use of reports and records and their application to the administration and solution of Narcotic investigations.
 - Functions of other governmental jurisdictions and authorities as they relate to law enforcement.
 - Basic computer skills and other office equipment.
 - Local geography.
- Ability to do the following:
 - Establish and maintain effective working relationships with individuals of varied ethnic backgrounds, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Prepare detailed technical and evaluative reports.
 - Keen sense of observation and to remember names, faces, and details.
 - Read and interpret applicable rules, regulations, policies, and procedures.
 - React quickly and calmly in emergency situations, determining proper courses of action.
 - Maintain criminal history and case files.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
 - Informant Management

- Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, chemical weapons, impact weapons, and restraints.
 - Operation of communication equipment.
 - Operation of covert surveillance equipment
 - Prepare cases
 - Testify in court

NECESSARY AND SPECIAL REQUIREMENTS:

- At least two (2) years experience as a patrol deputy in the Blount County Sheriff's Office.
- Must be certified under P.O.S.T. requirements as established in the Tennessee Codes Annotated.
- Must possess a Tennessee Driver's License.
- Must have tactical ability
- Should have some tactical knowledge

NARCOTICS LIEUTENANT

REPORTS TO:

Deputy Chief of Investigations

NATURE OF WORK:

The incumbent is responsible for the activities of the Narcotics Function and the duties and responsibilities of the Deputy Chief of Investigations in his or her absence if so assigned. The employee in this position is expected to perform his or her duties according to state and federal laws and the policies and procedures of the Blount County Sheriff's Office. A Narcotics Lieutenant is distinguished from a Narcotics Sergeant by the technical requirements of the post, by the addition of administrative duties and responsibilities, and by the more general supervision received from the Deputy Chief of Investigations and/or the Sheriff. Instructions to the employee are somewhat general but many aspects of the work follow standardized guidelines. The employee is frequently required to use independent judgment and may from time to time be required to refine existing work methods to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, radio and communications equipment, various types of emergency equipment, and other equipment associated with law enforcement and the Narcotics Unit. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work outdoors in all types of weather conditions as well as indoors in a climate-controlled environment. There is always a possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to the supervision of Narcotic Sergeants, Investigators, and Patrol Officers. The nature of the work requires that employees support each other for personal and public safety and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact, and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Assists the Deputy Chief of Investigations in planning and organizing the operations of the Narcotics Function to ensure sufficient personnel are present for operations, directing personnel and activities of Narcotic Sergeants and

Investigators, supervising them in compliance with established policies and procedures and standard operating procedures.

- Participates in briefings with patrol shifts and/or other Investigators to pass on critical information concerning Narcotics investigations.
- Instructs assigned Narcotics supervisors and Investigators as to work assignments and procedures.
- Interprets new laws, rules, and regulations pertaining to the Sheriff's Office for assigned employees.
- Directs and supervises the activities and personnel assigned to specific investigative activities.
- Directs and/or performs investigations of Narcotic crimes.
- Supervises and enforces policies and procedures of the Sheriff's Office.
- May coordinate and perform duties and responsibilities relating to Interview of suspects.
- Supervises the operation of the property and evidence functions of the Narcotics Function.
- Evaluates the performance of Narcotics Sergeants and reviews the performance evaluations conducted by Narcotics Sergeants on their assigned personnel.
- Answers correspondence and prepares reports for the Deputy Chief of Investigations, calling attention to defects and recommending corrective action.
- Reviews and endorses all offense, arrest reports, and unusual incidents reports submitted by employees, gathering additional information to ensure appropriate action(s) is taken.
- Keeps records and prepares reports as directed by policies and procedures.
- Appraises work of personnel and working conditions, taking necessary steps to improve operations in cooperation and coordination with the other Deputy Chief of Investigations.
- Cooperates with municipal, state, and federal law enforcement agencies and personnel as required.
- Coordinates formal training as well as annual in service training for Narcotic personnel.
- May testify in court and legal proceedings.
- Maintains accountability for personal equipment assigned to subordinates.
- Familiar with the duties and responsibilities of Narcotics Sergeants and Investigators performing such duties as required.
- Performs other related duties as assigned.

SUPERVISION EXERCISED:

Directly supervises Narcotics Sergeants and Investigators.

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Principles and practices of modern law enforcement organization and administration including rules, regulations, policies, and procedures, especially as they relate to investigative techniques including the collection and preservation of evidence.
 - Modern criminal justice and law enforcement practices, methods, and equipment used in investigations including, but not limited to, supervisory

techniques, training subordinate staff, assigning and reviewing work of subordinates, conducting performance evaluations, and handling disciplinary actions.

- Principles, practices, and effective management of Search Warrants.
 - Concepts, principles, and practices relating to criminal investigation operations.
 - Record keeping procedures.
 - Standards by which the quality of investigative services are evaluated and the use of reports and records and their application to the administration and solution of criminal investigations.
 - Functions of other governmental jurisdictions and authorities as they relate to law enforcement.
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Plan, organize, direct, and evaluate the work of subordinates performing a variety of law enforcement operations and functions relating to investigations.
 - Prepare detailed technical and evaluative reports.
 - Informant Management
 - Assigns cases
 - Visually inspect areas for compliance with Sheriff's Office rules, regulations, policies, and procedures.
 - Read and interpret applicable rules, regulations, policies, and procedures.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
 - Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, chemical weapons, impact weapons, and restraints.
 - Operation of communication equipment.
 - Prepare cases
 - Testify in court
 - Property and evidence management
 - Management of confidential funds
 - Public information officer
 - Operation of covert surveillance equipment

NECESSARY AND SPECIAL REQUIREMENTS:

- At least two (2) years experience as a supervisor with the Blount County Sheriff's Office.

- Two years experience as a supervisor with the Fifth Judicial Drug Task Force.
- Must be certified under P.O.S.T. requirements as established in the Tennessee Codes Annotated.
- Must possess a Tennessee Driver's License.
- Must have Tactical ability
- Must have tactical Knowledge

NARCOTICS SERGEANT

REPORTS TO:

Narcotics Lieutenant or Deputy Chief of Investigations

NATURE OF WORK:

The incumbent is responsible for the activities of the Narcotics Function as well as the responsibilities and duties of the Lieutenant in his or her absence if so assigned. Otherwise, the Sergeant is responsible for the efficient performance of duties and responsibilities of Investigators assigned to a section. The employee in this position is expected to perform his or her duties according to state and federal laws and the policies and procedures of the Blount County Sheriff's Office. Instructions to the employee are somewhat general but many aspects of the work follow standardized guidelines, and are frequently required to use independent judgment and may from time to time be required to refine existing work methods to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, radio and communications equipment, various types of emergency equipment, and other equipment associated with law enforcement and Narcotics Unit. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work primarily outdoors in all types of weather conditions as well as indoors in a climate-controlled environment. There is always a possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to the supervision of Investigators assigned to the Narcotics Function. The nature of the work requires that employees support each other for personal and public safety and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact, and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Assists the Deputy Chief of Investigations and Narcotics Lieutenant in planning and organizing the operations of the Narcotics Function to ensure sufficient personnel are present for operations, directing personnel and activities of Investigators supervising them in compliance with established policies and procedures and standard operating procedures.

- Assists a Narcotics Lieutenant in planning and organizing the operations of an assigned section relating to Narcotic Investigations and to ensure sufficient personnel are present for operations, supervising them in compliance with established policies and procedures and standard operating procedures.
- Instructs assigned Narcotics Investigators to work assignments.
- Interprets new laws, rules, and regulations pertaining to the Sheriff's Office.
- Directs and supervises the activities and personnel assigned to specific investigative activities.
- Directs and/or performs investigations relating to narcotic crimes.
- Supervises and enforces policies and procedures of the Sheriff's Office.
- Evaluates the performance of Investigators.
- Answers correspondence and prepares reports for the Narcotics Lieutenant, calling attention to defects and recommending corrective action.
- Reviews and endorses all offense, arrest reports, and unusual incidents reports submitted by employees assigned to their section, gathering additional information to ensure appropriate action(s) are taken.
- Keeps records and prepares reports as directed by policies and procedures.
- Appraises work of personnel and working conditions, taking necessary steps to improve operations in the Narcotics Function.
- Cooperates with municipal, state, and federal law enforcement agencies and personnel as required.
- May testify in court and legal proceedings.
- Maintains personal equipment.
- Familiar with the duties and responsibilities of Investigators, performing such duties as required.
- Performs other related duties as assigned.

SUPERVISION EXERCISED:

Directly supervises Investigators assigned to cases.

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Principles and practices of modern law enforcement organization and administration including rules, regulations, policies, and procedures, especially as they relate to investigative techniques including the collection and preservation of evidence.
 - Modern criminal justice and law enforcement practices, methods, and equipment used in investigations including, but not limited to, supervisory techniques, training subordinate staff, assigning and reviewing work of subordinates, conducting performance evaluations, and handling disciplinary actions.
 - Concepts, principles, and practices relating to narcotics investigation operations.
 - Record keeping procedures.
 - Standards by which the quality of investigative services are evaluated and the use of reports and records and their application to the administration and solution of criminal investigations.
 - Functions of other governmental jurisdictions and authorities as they relate

to law enforcement.

- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Plan, organize, direct, and evaluate the work of subordinates performing a variety of law enforcement operations and functions relating to investigations.
 - Prepare detailed technical and evaluative reports.
 - Visually inspect areas for compliance with Sheriff's Office rules, regulations, policies, and procedures.
 - Read and interpret applicable rules, regulations, policies, and procedures.
 - Assign cases as needed
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
 - Informant Management
- Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, chemical weapons, impact weapons, and restraints.
 - Operation of communication equipment.
 - Operation of covert surveillance equipment
 - Prepare cases
 - Testify in court

NECESSARY AND SPECIAL REQUIREMENTS:

- At least two (2) years experience with the Blount County Sheriff's Office.
- Must be certified under P.O.S.T. requirements as established in the Tennessee Codes Annotated.
- Must possess a Tennessee Driver's License.
- At least three years experience as an investigator with the Fifth Judicial Drug task Force
- Must have tactical ability
- Must have tactical knowledge.

SEX OFFENDER INVESTIGATOR

REPORTS TO:

Criminal Investigations Sergeant or Lieutenant

NATURE OF WORK:

Conducts specialized investigations relating to crimes against persons and property, and arresting suspects. An employee in this classification performs assigned duties in plain clothes and uses considerable discretion in the application of specialized knowledge and abilities in investigating and detecting crime. Assignments are received from a Criminal Investigations Sergeant or other Criminal Investigations command personnel and usually consists of specific cases to be followed to conclusion. This aspect of the work distinguishes the Sex Offender investigator from patrol deputies who usually make preliminary investigations of cases at the scene of a crime. Although the work is performed in accordance with established rules, regulations, policies, and procedures, the employee must exercise considerable judgment in working on specific cases. Advice and assistance are available from superiors on unusual situations, and work is reviewed through observation of performance, personal inspection, and a review of written reports.

EQUIPMENT/JOB LOCATIONS:

This employee will operate a variety of equipment including firearms, radio and communications equipment, various types of emergency equipment, and other equipment associated with law enforcement and criminal investigations. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work primarily outdoors in all types of weather conditions as well as indoors in a climate-controlled environment. There is always a possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination with Criminal Investigations supervisors, Investigators, and Crime Scene Investigators (CSI's) assigned to Criminal Investigations. The nature of the work requires that employees support each other for personal and public safety and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact and contact with personnel from other agencies, and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Visits crime scenes, searches for and preserves evidence, investigates and follows up clues, and searches for and apprehends suspects.
- Interviews suspects, prisoners, victims, complainants, and witnesses to obtain information regarding crimes.
- As a part of a special unit, makes specialized vice and organized crime investigations and raids.
- Checks pawn shops, second hand stores, and junk dealers for stolen property.
- Appears in court to present evidence and testimony against persons accused of crimes.
- Maintains surveillance over known agitators and suspected criminals.
- Prepares written reports.
- Serves warrants.
- Records and analyzes intelligence information that is submitted and determines validity.
- Follows up on cases assigned.
- Prepares and maintains case files and records on criminal activity.
- Coordinates intelligence matters with other Investigators and agencies.
- Tracks the employment, residence, vehicle, and personal information of all sex offenders residing in Blount County.
- Insures that Sex Offender information is current and relevant as required by law
- Insures that all convicted Sex Offenders abide by state law, rules and regulations as described in applicable TCA, Title 40, Chapter 39, Part 2 relative to sex offenders and Public Chapter 1164
- Performs related work as required.

SUPERVISION EXERCISED:

None

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Knowledge of modern methods and practices of criminal investigations and identification and the laws governing interviews and evidence gathering.
 - Concepts, principles, and practices relating to criminal investigation operations.
 - Record keeping procedures.
 - Use of reports and records and their application to the administration and solution of criminal investigations.
 - Functions of other governmental jurisdictions and authorities as they relate to law enforcement.
 - Basic computer skills and other office equipment.
 - Local geography.

- Ability to do the following:
 - Establish and maintain effective working relationships with individuals of varied ethnic backgrounds, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Prepare detailed technical and evaluative reports.
 - Keen sense of observation and to remember names, faces, and details.
 - Read and interpret applicable rules, regulations, policies, and procedures.
 - React quickly and calmly in emergency situations, determining proper courses of action.
 - Maintain criminal history and case files.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.

- Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, chemical weapons, impact weapons, and restraints.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- At least two (2) years experience as a patrol deputy in the Blount County Sheriff's Office.
- Must be certified under P.O.S.T. requirements as established in the Tennessee Codes Annotated.

VICTIM/WITNESS COORDINATOR

REPORTS TO:

Criminal Investigations Sergeant or Lieutenant

NATURE OF WORK:

Conducts specialized investigations relating to crimes against persons and property, and arresting suspects. An employee in this classification performs assigned duties in plain clothes and uses considerable discretion in the application of specialized knowledge and abilities in investigating and detecting crime. Assignments are received from a Criminal Investigations Sergeant or other Criminal Investigations command personnel and usually consists of specific cases to be followed to conclusion. This aspect of the work distinguishes the Victim/Witness Coordinator from patrol deputies who usually make preliminary investigations of cases at the scene of a crime. Although the work is performed in accordance with established rules, regulations, policies, and procedures, the employee must exercise considerable judgment in working on specific cases. Advice and assistance are available from superiors on unusual situations, and work is reviewed through observation of performance, personal inspection, and a review of written reports.

EQUIPMENT/JOB LOCATIONS:

This employee will operate a variety of equipment including firearms, radio and communications equipment, various types of emergency equipment, and other equipment associated with law enforcement and criminal investigations. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work primarily outdoors in all types of weather conditions as well as indoors in a climate-controlled environment. There is always a possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination with Criminal Investigations supervisors, Investigators, and Crime Scene Investigators (CSI's) assigned to Criminal Investigations. The nature of the work requires that employees support each other for personal and public safety and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact and contact with personnel from other agencies, and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Visits crime scenes, searches for and preserves evidence, investigates and follows up clues, and searches for and apprehends suspects.
- Interviews suspects, prisoners, victims, complainants, and witnesses to obtain information regarding crimes.
- Conducts homicide, assault, sex offenses, domestic violence, bombings and bomb threats, arson, thefts, burglaries, bad checks, missing persons, and youth related crime offenses investigations.
- As a part of a special unit, makes specialized vice and organized crime investigations and raids.
- Checks pawn shops, second hand stores, and junk dealers for stolen property.
- Appears in court to present evidence and testimony against persons accused of crimes.
- Maintains surveillance over known agitators and suspected criminals.
- Prepares written reports.
- Serves warrants.
- Records and analyzes intelligence information that is submitted and determines validity.
- Follows up on cases assigned.
- Prepares and maintains case files and records on criminal activity.
- Coordinates intelligence matters with other Investigators and agencies.
- Performs related work as required.
- Maintain on-call status
- Assist with Victim and Witnesses
- Coordination with Chaplains Corps., Attorney General's Office, Investigators, and Patrol to meet the needs of both victims and witnesses.
- Assist victims and witnesses as well as family members with locating and accessing resources in the county including but not limited to: Mental Health Counseling, Financial assistance, and Basic Physiological needs.
- Maintain contact with victim and family members until case is adjudicated.
- Attend Parole Hearings, Domestic Violence Task Force Meetings as well as Mental Health Awareness and Suicide Prevention Meetings.
- Compile Data for Yearly analysis

SUPERVISION EXERCISED:

None

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Knowledge of modern methods and practices of criminal investigations and identification and the laws governing interviews and evidence gathering.
 - Concepts, principles, and practices relating to criminal investigation operations.

- Record keeping procedures.
 - Use of reports and records and their application to the administration and solution of criminal investigations.
 - Functions of other governmental jurisdictions and authorities as they relate to law enforcement.
 - Basic computer skills and other office equipment.
 - Local geography.
- Ability to do the following:
 - Establish and maintain effective working relationships with individuals of varied ethnic backgrounds, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Prepare detailed technical and evaluative reports.
 - Keen sense of observation and to remember names, faces, and details.
 - Read and interpret applicable rules, regulations, policies, and procedures.
 - React quickly and calmly in emergency situations, determining proper courses of action.
 - Maintain criminal history and case files.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
 - Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, chemical weapons, impact weapons, and restraints.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- At least two (2) years experience as a patrol deputy in the Blount County Sheriff's Office.
- Must be certified under P.O.S.T. requirements as established in the Tennessee Codes Annotated.
- Must possess a Tennessee Driver's License.

DEPUTY CHIEF OF PATROL AND PUBLIC SAFETY

REPORTS TO:

Chief Deputy

NATURE OF WORK:

This position manages the Office of Accreditation to insure compliance with the standards established by the Commission for the Accreditation of Law Enforcement Agencies, Inc. (CALEA). This position insures the constant monitoring of policy and procedures to make sure the Sheriff's Office maintains the highest professional standards. This office, through the accreditation process, provides directives to improve management, provide systematic evaluation of all areas of operation, recognizes achievements, presents ideas to safeguard all personnel, and demonstrates accountability to the public. Assists the Chief Deputy and the Sheriff in administering the activities of the Patrol Function, coordinating the supervisory activities of the function and other administrative and operational responsibilities as designated by the Chief Deputy. May act for the Chief Deputy or the Sheriff when so assigned. This employee is responsible for planning, developing, and directing law enforcement activities for Blount County, and for the prevention of crime and the protection of life and property in Blount County.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, radio and communications equipment, and other equipment associated with law enforcement. The demands of this position can be stressful both mentally and physically. The employee will work primarily indoors in a climate controlled environment with the possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to the supervision of the Patrol Function.. The position requires significant interaction with all levels of personnel involved in the operations of the Sheriff's Office.

External: There is significant contact with the general public and other law enforcement and criminal justice agencies. The nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Plans, directs, and exercises general supervision over the activities of the Patrol Function as well as other administrative matters as assigned.
- Formulates and enforces policies, procedures, rules, and regulations relating to the operation of the Patrol Function.

- In association with the Sheriff and Chief Deputy, makes personnel assignments within the Patrol Function .
- Reviews incident reports and reports of injuries to personnel assigned to the Patrol Function ensuring that policies and procedures are followed.
- Ensures that policy and procedure remains up to date and is followed as prescribed.
- Ensures CALEA standards are followed and monitored so that recommendations can be made to Chief Deputy or Sheriff.
- Enforces disciplinary measures when necessary.
- Makes recommendations to the Chief Deputy for the appointment and promotion of employees in the Patrol Function.
- Ascertains that new and existing employees receive adequate training in their job responsibilities.
- Ensures through subordinates that records and files are properly maintained.
- Cooperates with state and federal officers in the apprehension of criminals and the incarceration of inmates.
- Advises the Chief Deputy on matters of policy, training, selection and promotion, and assignment of employees in the Patrol Function.
- Prepares written correspondence for the Sheriff and Chief Deputy concerning the Patrol Function.
- Meets with and answers questions for the public pertaining to the Patrol Function.
- Attends state and national conventions relating to the operation of the Patrol Function.
- Performs related work as required.

SUPERVISION EXERCISED:

Directly supervises the Patrol Captain and Accreditation Manager

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Law enforcement administration and methodology.
 - State and county laws relating to the operation of the Sheriff’s Office.
 - Functions of other governmental jurisdictions and authorities as they relate to law enforcement.
 - Geography of the county.
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Plan, organize, direct, and evaluate the work of subordinates performing a variety of public safety and criminal justice operations and functions.
 - Prepare and effectively present oral and written information relating to the activities of the Patrol Function.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully,

and with respect for the rights of others.

NECESSARY AND SPECIAL REQUIREMENTS:

- Ten (10) years of experience in law enforcement, including five (5) years in a supervisory position, supplemented by advanced training and/or course work at the collegiate level in subjects related to the management of public agencies; or, any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.
- Must possess a valid Tennessee driver's license.
- Must be certified under P.O.S.T. rules and regulations as established in Tennessee Codes Annotated.

ACCREDITATION MANAGER

REPORTS TO:

Deputy Chief of Patrol and Public Safety

NATURE OF WORK:

This position reports directly to the Deputy Chief of Patrol and Public Safety and is responsible for performing administrative work with a minimal degree of supervision with emphasis on coordinating accreditation activities assigned by the Chief Deputy. The employee in this position is expected to make independent judgments and decisions based on analytical and innovative thinking. Performance is measured through conferences, reports, and analysis of the methodology and level of success accomplishing assigned tasks consistent with the goals of the Sheriff's Office regarding accreditation of the corrections and law enforcement functions.

EQUIPMENT/JOB LOCATION:

This employee will operate computer equipment and be able to work with various computer software programs associated with accreditation. Work may be mentally stressful and is conducted indoors in a climate-controlled environment.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination with all functions including supervisors, captains, Deputy Chiefs, the Chief Deputy, and the Sheriff. The nature of the work is that the person filling this position must be able to effectively communicate with all employees in order to successfully complete the requirements of accreditation.

External: There is some contact with the public mainly to explain accreditation and what it means to the community as well as the Sheriff's Office. There is also significant contact with other agencies, especially those already accredited.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Receives assignments and sets work priorities associated with accreditation programs, coordinating them to meet deadlines in order to assure efficient workflow throughout the Sheriff's Office.
- Reviews a wide variety of complex and technical issues concerning law enforcement, adult and juvenile corrections, and medical standards as they relate to the accreditation processes.
- Meets regularly with the Chief Deputy and Sheriff and the command staff to identify and rectify needs and to report on the progress of the accreditation projects.
- Assists in the identification, development, and implementation of new programs, systems, procedures, or equipment designed to improve performance of the Sheriff's Office in compliance with applicable accreditation standards.
- Provides liaison between the command staff and the Commission on Accreditation of Law Enforcement Agencies (CALEA), the American Correctional Association (ACA), and the National Commission on Correctional Health Care (NCCHC) that are the

sanctioning bodies for the accreditation programs being maintained by the Sheriff's Office.

- Attends CALEA and ACA conferences as well meetings of the Law Enforcement Accreditation Coalition for Tennessee (LEACT).
- Keeps abreast of all aspects of the various accreditation processes including proposed changes to them and the impact on the Sheriff's Office policies and procedures.
- Provides accreditation training to Sheriff's Office employees.
- Assigns, directs, and coordinates groups of employees as well as individuals in achieving plans of action, recommendations to the Chief Deputy and Sheriff, and other activities that meet compliance with applicable accreditation standards.
- Drafts new and revised policies and procedures and assigns work designed to achieve accreditation.
- Maintains master and archival files for all policies and procedures manuals.
- Maintains CALEA, ACA, and NCCHC accreditation files.
- Maintains the *Sheriff's Office Human Resources Policies and Procedures Manual*, assisting the Deputy Chief of Administration, command staff, and function supervisors with its implementation.
- Performs related work as required

SUPERVISION EXERCISED:

Directly supervises personnel assigned to the Accreditation Unit and as rank requires

DESIRABLE KNOWLEDGE AND ABILITIES:

- Knowledge of the following:
 - Principles and practices of modern law enforcement and corrections operations at the local level.
 - Functions of other governmental organizations and how they affect the operations of the Sheriff's Office.
 - Basic principles and practices of modern human resources management.
 - County, state, and federal laws, rules, and regulations related to the effective management and operation of local law enforcement and corrections operations.
- Ability to do the following:
 - Establish and maintain effective working relationships with all Sheriff's Office employees from the Sheriff down, dealing tactfully, professionally, and effectively with everyone.
 - Demonstrate exemplary writing skills.
 - Work independently and solve problems involving many variables.
 - Plan, organize, and train employees.
 - Speak publicly about the accreditation process.
 - Analyze facts and to exercise sound judgment in arriving at conclusions and recommendations.
 - Make decisions based on experience, giving attention to detail.
 - Read and understand a wide range of technical literature.
 - Complete assignments in a timely fashion.

- Delegate tasks effectively and accept responsibility for the outcome.

NECESSARY AND SPECIAL REQUIREMENTS:

Bachelor's Degree in criminal justice, public administration, or a related field, and at least five (5) years of experience dealing with public safety agencies at a management level, or any level of experience and education that would meet the required knowledge and abilities.

COMMUNITY OUTREACH COORDINATOR

REPORTS TO:

Deputy Chief of Patrol and Public Safety

NATURE OF WORK:

Performs law enforcement duties in an assigned area, assisting in investigations of criminal offenses and in the apprehension of criminals. An employee in this classification receives intensive training in the various phases of law enforcement work, and assignments are carried out under close supervision during the entire training period. After completion of training, deputy is assigned duties and responsibilities of coordinating any community related activity where the BCSO may be involved. The deputy will remain certified in all aspects of Patrol and assist with regular patrol duties on an as needed basis.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, chemical and impact weapons, radio and communications equipment, various types of emergency equipment, and other equipment associated with law enforcement. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work primarily outdoors in all types of weather conditions as well as indoors in a climate controlled environment. There is always a possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

- Internal** Significant interaction and coordination with patrol and/or Criminal Investigations supervisors in the Patrol Function or Criminal Investigations. The nature of the work requires that employees support each other for personal and public safety and to effectively and efficiently perform their duties and responsibilities.
- External** There is significant public contact, and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide services, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Patrols a specified zone in a marked law enforcement vehicle.
- Checks doors and windows of businesses and residential property.
- Investigates suspicious activities and makes arrests for violations of federal, state, and/or local laws.
- Arrests offenders and escort them to the Justice Center for processing.

- Receives complaints and makes investigations of wanted or missing persons and of stolen cars and property, and maintains surveillance for recovery and apprehension.
- Maintains crowd and traffic control as needed due to accidents, emergencies, or at special events where there are a large number of people.
- Administers first-aid treatment and lifesaving techniques to the acquired level of training.
- Reports defects in roadways that require the attention of other agencies.
- Reports damaged traffic control devices and traffic lights that are out of order to the proper agency.
- Issues citations and warnings for traffic violations.
- Makes a daily report of activities and prepares detailed reports relating to specific incidents, accidents, investigations, arrests, or special assignments.
- Assumes responsibility for proper maintenance of assigned vehicle.
- Receives and investigates complaints of a general nature from the public.
- Prepares and presents informational programs on law enforcement-related subjects to interested groups.
- Properly prepares and presents court cases.
- Conducts interrogation of suspects involved in criminal offenses.
- Discovers, preserves, and corroborates physical evidence at a crime scene for presentation in criminal prosecution.
- Prepares details of criminal case files pertaining to major offenses.
- Operates surveillance equipment.
- Investigates narcotics and drug offenses requiring a number of chemical tests for suspected narcotics and drug violations.
- May serve on a special unit such as K-9, Marine Patrol, Bicycle Patrol, SWAT, or other special units.
- Performs related work as required.
- Scheduling of Citizen's Academy Classes
- Coordination and scheduling of all community events
- Primary contact for Citizen's Ride-a-long Program
- Performs administrative duties as required by supervisor
- Coordinates and schedules off duty and extra duty employment
- Coordinates crime prevention and neighborhood watch programs

SUPERVISION EXERCISED:

Coordination and oversight of extra duty and off duty assignments of BCSO Personnel as well as supervision of the Blount County Senior's Outreach Program and the Citizen's Academy.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS:

- Knowledge of the following:
 - Knowledge of modern methods and practices of criminal investigations and identification and the laws governing interviews and evidence gathering.
 - Concepts, principles, and practices relating to criminal investigation operations.

- Record keeping procedures.
 - Use of reports and records and their application to the administration and solution of criminal investigations.
 - Functions of other governmental jurisdictions and authorities as they relate to law enforcement.
 - Basic computer skills and other office equipment.
 - Local geography.
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals or varied ethnic backgrounds, other county, state, and federal authorities, and the general public.
 - Be courteous yet firm with the public and to be alert.
 - Use discretion and good judgment.
 - Understand and to carry out complex oral and written instructions.
 - Drive an emergency vehicle safely.
 - Use and maintain competency with the weapons and emergency equipment that a deputy or Investigator is required to carry.
 - Physical condition that permits the activities necessary in and inherent to the law enforcement profession.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Operation of communication and computer equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- Graduation from high school, or equivalent, and be at least 21 years old, and able to meet the P.O.S.T. Commission requirements as established in the Tennessee Code Annotated.
- Must possess a valid Tennessee Driver's License.

PATROL CAPTAIN

REPORTS TO:

Deputy Chief of Patrol and Public Safety

NATURE OF WORK:

Responsible for all activities relating to directing and supervising the activities of the Patrol Function. The employee in this position is expected to perform his or her duties according to state and federal laws and the policies and procedures of the Blount County Sheriff's Office. The Patrol Captain is distinguished from the Patrol Lieutenant by the administrative duties and responsibilities and by the more general supervision received from the Deputy Chief of Patrol and Public Safety, the Chief Deputy, and the Sheriff. Instructions to this employee are general but many aspects of the work follow standardized guidelines. The employee frequently uses independent judgment and is required to refine existing work methods to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee may be required to operate a variety of equipment including firearms, radio and communications equipment, and other equipment associated with law enforcement. The demands of this position can be stressful both mentally and physically and may require some running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects, although the employee will primarily work indoors in a climate controlled environment with the possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to operations of the Patrol Function and to the supervision of Patrol Lieutenants, Patrol Sergeants, Patrol Corporals, Patrol Deputies, and records personnel as well as significant interaction with the Criminal Investigations Function, the Corrections Function, and the Court Services Function. The nature of the work requires that employees support each other for personal and public safety reasons and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Plans and organizes the operation of the Patrol Function ensuring sufficient personnel are present to effectively provide law enforcement services including the preparation of work schedules and input into daily activities.

- Directs the activities of all supervisors in the Patrol Function in accordance with established policies and procedures.
- Conducts periodic supervisory staff meetings to discuss the current level of operations, changes in policies and procedures, concerns of the command staff regarding patrol operations, and to pass on critical information.
- Interprets new laws and court decisions that affect patrol operations ensuring that patrol supervisors and their deputies are made aware of the changes and their impact on operations.
- Ensures that criminal investigations are conducted in compliance with policies and procedures and in coordination with Criminal Investigations.
- Inspects Patrol Function equipment, personnel, and operations on a frequent basis observing the level of safety, proficiency, and operational integrity.
- Responds to emergency situations and major crime scenes or special events in accordance with policies and procedures.
- Reviews or calls for additional investigation of all complaints against deputies, reports of employee misconduct, and unusual incidents reported by staff or the public.
- Keeps records and prepares reports as directed by policies and procedures.
- Manages the work performance of personnel, taking necessary steps to improve employee performance in cooperation and coordination with supervisors and in accordance with Sheriff's Office policies and procedures.
- Cooperates with municipal, state, and federal officers in law enforcement activities as required.
- Coordinates formal and in-service training programs for personnel as coordinated by the Training Function.
- May testify in court and legal proceedings.
- Maintains assigned personal equipment.
- Familiar with the duties and responsibilities of all Patrol Function employees.
- Performs other related duties as assigned.

SUPERVISION EXERCISED:

Directly supervises all operations of the Patrol Function through shift supervisors (Patrol Lieutenants, Sergeants, and Corporals) and School Resource Program supervisors (SRO Lieutenant and Sergeant) and patrol deputies and School Resource Officers (SRO's), Traffic Safety Unit (Lieutenant, Sergeant, and Traffic Safety Deputies).

DESIRABLE KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of the following:
 - Principles and practices of modern law enforcement and public safety organization and administration including related rules, regulations, policies, and procedures.
 - Modern criminal justice and law enforcement practices, methods, and equipment used in patrol operations including, but not limited to, supervisory techniques, training subordinate staff, assigning and reviewing work of subordinates, conducting performance evaluations, and handling disciplinary actions.
 - Court documents pertaining to law enforcement operations.
 - Public safety concepts, principles, and practices relating to law

- enforcement operations.
 - Record keeping procedures (reports, files, discipline, etc.).
 - Standards by which the quality of patrol services are evaluated, and the use of reports and records and their application to law enforcement administration and solution of community problems.
 - Functions of other governmental jurisdictions and authorities as they relate to law enforcement and public safety.
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Plan, organize, direct, and evaluate the work of subordinates performing a variety of law enforcement and public safety operations and functions.
 - Prepare detailed technical and evaluative reports.
 - Visually inspect employees, personal equipment, and operations for compliance with policies and procedures relating to patrol operations.
 - Read and interpret applicable rules, regulations, policies and procedures.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
- Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, restraints, and security devices.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS

- At least five (5) years experience in a law enforcement organization, three (3) years of supervisor experience with the Blount County Sheriff's Office, preferably supplemented by supervisory training in public safety and/or law enforcement.
- Must be certified under P.O.S.T. requirements as established in the Tennessee Codes Annotated.
- Must possess a valid Tennessee Driver's License.

PATROL CORPORAL

REPORTS TO:

Patrol Lieutenant or Patrol Sergeant

NATURE OF WORK:

The incumbent is responsible for the activities of patrol deputies assigned to a patrol shift, and may, in the absence of a Patrol Sergeant, be responsible for the efficient performance of duties and responsibilities of patrol deputies assigned to a shift. The employee in this position is expected to perform his or her duties according to state and federal laws and the policies and procedures of the Blount County Sheriff's Office. Instructions to the employee are somewhat general but many aspects of the work follow standardized guidelines, and he or she is frequently required to use independent judgment and may from time to time be required to refine existing work methods to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, radio and communications equipment, various types of emergency equipment, and other equipment associated with law enforcement. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work primarily outdoors in all types of weather conditions as well as indoors in a climate-controlled environment. There is always a possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to the supervision of patrol deputies assigned to a shift in the Patrol Function. The nature of the work requires that employees support each other for personal and public safety and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact, and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Assists a Patrol Lieutenant and a Patrol Sergeant in planning and organizing the operations of a patrol shift to ensure sufficient personnel are present for operations, directing personnel and activities of patrol deputies and assigned reserves, supervising them in compliance with established policies and procedures and standard operating procedures.
- In the absence of a Patrol Lieutenant or Patrol Sergeant conducts a briefing at

the beginning of each shift to ensure sufficient availability of staff to provide adequate security and to pass on critical information concerning operations received from the previous shift supervisor.

- Instructs assigned deputies and reserves as to work assignments and procedures.
- Interprets new laws, rules, and regulations pertaining to the Sheriff's Office for assigned employees.
- Directs and supervises the activities and personnel of their assigned shift.
- Directs and/or performs investigations of crimes and suspected crimes.
- Supervises and enforces policies and procedures of the Sheriff's Office.
- Assists Patrol Sergeants in evaluating the performance of patrol deputies.
- Inspects the Justice Center on a frequent basis and reports or corrects observed security and safety infractions.
- As directed by a Patrol Lieutenant or Patrol Sergeant, answers correspondence and prepares reports for the Patrol Captain, calling attention to defects and recommending corrective action.
- In the absence of a Patrol Sergeant, reviews and endorses all offense, arrest, and unusual incidents reports submitted by employees, gathering additional information to ensure appropriate action(s) is taken.
- Keeps records and prepares reports as directed by policies and procedures.
- Appraises work of personnel and working conditions, taking necessary steps to improve operations in cooperation and coordination with a Patrol Lieutenant and Patrol Sergeant.
- Cooperates with municipal, state, and federal law enforcement agencies and personnel as required.
- Coordinates, directs, and/or performs formal and in-service training programs for personnel as coordinated by the Training Function and as directed by the Patrol Captain and Patrol Lieutenant.
- May testify in court and legal proceedings.
- Maintains personal equipment.
- Familiar with the duties and responsibilities of Patrol Lieutenants, Patrol Sergeants, and deputies, performing such duties as required.
- Performs other related duties as assigned.

SUPERVISION EXERCISED:

Directly supervises patrol deputies assigned to a shift.

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Principles and practices of modern law enforcement organization and administration including rules, regulations, policies, and procedures.
 - Modern law enforcement practices, methods, and equipment including, but not limited to, supervisory techniques, training subordinate staff, assigning and reviewing work of subordinates, conducting performance evaluations, and handling disciplinary actions.
 - Law enforcement patrol concepts, principles, and practices.
 - Record keeping procedures.
 - Standards by which the quality of law enforcement services are evaluated,

and the use of records and their application to law enforcement administration.

- Functions of other governmental jurisdictions and authorities as they relate to law enforcement.
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Plan, organize, direct, and evaluate the work of subordinates performing a variety of law enforcement operations and functions.
 - Prepare detailed technical and evaluative reports.
 - Visually inspect areas for compliance with Sheriff's Office rules, regulations, policies, and procedures.
 - Read and interpret applicable rules, regulations, policies, and procedures.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
- Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, chemical weapons, impact weapons, and restraints.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- Graduation from high school, or equivalent, preferably supplemented by advanced training in public safety supervision.
- At least two (2) years experience with the Blount County Sheriff's Office.
- Must be certified under P.O.S.T. Commission requirements as established in the Tennessee Codes Annotated.
- Must possess a valid Tennessee Driver's License.

PATROL LIEUTENANT

REPORTS TO:

Patrol Captain

NATURE OF WORK:

The incumbent is responsible for the activities of a patrol shift and the duties and responsibilities of the Patrol Captain in his absence if so assigned. The employee in this position is expected to perform his or her duties according to state and federal laws and the policies and procedures of the Blount County Sheriff's Office. The Patrol Lieutenant is distinguished from the Patrol Sergeant by the technical requirements of the post, by the addition of administrative duties and responsibilities, and by the more general supervision received from the Patrol Captain and the Deputy Chief of Patrol and Public Safety. Instructions to the employee are somewhat general but many aspects of the work follow standardized guidelines. The employee is frequently required to use independent judgment and may from time to time be required to refine existing work methods to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, radio and communications equipment, various types of emergency equipment, and other equipment associated with law enforcement. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work outdoors in all types of weather conditions as well as indoors in a climate-controlled environment. There is always a possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to the supervision of Patrol Sergeants, Patrol Corporals, and patrol deputies assigned to a shift in the Patrol Function. The nature of the work requires that employees support each other for personal and public safety and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact, and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Assists the Patrol Captain in planning and organizing the operations of a patrol shift to ensure sufficient personnel are present for operations, directing personnel and activities of a Patrol Sergeant, Patrol Corporals, patrol deputies, and

assigned reserves, supervising them in compliance with established policies and procedures and standard operating procedures.

- Conducts a briefing at the beginning of each shift to ensure sufficient availability of staff to provide adequate security and to pass on critical information concerning operations received from the previous shift supervisor.
- Instructs assigned deputies and reserves as to work assignments and procedures.
- Interprets new laws, rules, and regulations pertaining to the Sheriff's Office for assigned employees.
- Directs and supervises the activities and personnel of their assigned shift.
- Directs and/or performs investigations of crimes and suspected crimes.
- Supervises and enforces policies and procedures of the Sheriff's Office.
- Evaluates the performance of Patrol Sergeants and reviews the performance evaluations conducted by Patrol Sergeants on the assigned personnel.
- Inspects the Justice Center on a frequent basis and reports or corrects observed security and safety infractions.
- Answers correspondence and prepares reports for the Patrol Captain, calling attention to defects and recommending corrective action.
- Reviews and endorses all offense, arrest reports, and unusual incidents reports submitted by employees, gathering additional information to ensure appropriate action(s) is taken.
- Keeps records and prepares reports as directed by policies and procedures.
- Appraises work of personnel and working conditions, taking necessary steps to improve operations in cooperation and coordination with other Patrol Lieutenants and the Patrol Captain.
- Cooperates with municipal, state, and federal law enforcement agencies and personnel as required.
- Coordinates, directs, and/or performs formal and in-service training programs for personnel as coordinated by the Training Function and as directed by the Patrol Captain.
- May testify in court and legal proceedings.
- Maintains personal equipment.
- Familiar with the duties and responsibilities of Patrol Sergeants, Patrol Corporals, and deputies, performing such duties as required.
- Performs other related duties as assigned.

SUPERVISION EXERCISED:

Directly supervises a Patrol Sergeant, Patrol Corporals, and deputies assigned to a shift.

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Principles and practices of modern law enforcement organization and administration including rules, regulations, policies, and procedures.
 - Modern law enforcement practices, methods, and equipment including, but not limited to, supervisory techniques, training subordinate staff, assigning and reviewing work of subordinates, conducting performance evaluations, and handling disciplinary actions.
 - Law enforcement patrol concepts, principles, and practices.

- Record keeping procedures.
 - Standards by which the quality of law enforcement services are evaluated, and the use of records and their application to law enforcement administration.
 - Functions of other governmental jurisdictions and authorities as they relate to law enforcement.
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Plan, organize, direct, and evaluate the work of subordinates performing a variety of law enforcement operations and functions.
 - Prepare detailed technical and evaluative reports.
 - Visually inspect areas for compliance with Sheriff's Office rules, regulations, policies, and procedures.
 - Read and interpret applicable rules, regulations, policies, and procedures.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
- Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, chemical weapons, impact weapons, and restraints.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- At least two (2) years experience as Supervisor with the Blount County Sheriff's Office, preferably supplemented by advanced training in public safety supervision.
- Must be certified under P.O.S.T. requirements as established in the Tennessee Codes Annotated.
- Must possess a Tennessee Driver's License.

PATROL SERGEANT

REPORTS TO:

Patrol Lieutenant or Patrol Captain

NATURE OF WORK:

The incumbent is responsible for the activities of a patrol shift in the absence of a Patrol Lieutenant, and otherwise is responsible for the efficient performance of duties and responsibilities of Patrol Corporals and patrol deputies assigned to a shift. The employee in this position is expected to perform his or her duties according to state and federal laws and the policies and procedures of the Blount County Sheriff's Office. Instructions to the employee are somewhat general but many aspects of the work follow standardized guidelines, and is frequently required to use independent judgment and may from time to time be required to refine existing work methods to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, radio and communications equipment, various types of emergency equipment, and other equipment associated with law enforcement. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work primarily outdoors in all types of weather conditions as well as indoors in a climate-controlled environment. There is always a possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to the supervision of patrol deputies assigned to a shift in the Patrol Function. The nature of the work requires that employees support each other for personal and public safety and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact, and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Assists a Patrol Lieutenant in planning and organizing the operations of a patrol shift to ensure sufficient personnel are present for operations, directing personnel and activities of Patrol Corporals, patrol deputies, and assigned reserves, supervising them in compliance with established policies and procedures and standard operating procedures.

- In the absence of the Patrol Lieutenant conducts a briefing at the beginning of each shift to ensure sufficient availability of staff to provide adequate security and to pass on critical information concerning operations received from the previous shift supervisor.
- Instructs assigned deputies and reserves as to work assignments and procedures.
- Interprets new laws, rules, and regulations pertaining to the Sheriff's Office for assigned employees.
- Directs and supervises the activities and personnel of their assigned shift.
- Directs and/or performs investigations of crimes and suspected crimes.
- Supervises and enforces policies and procedures of the Sheriff's Office.
- Evaluates the performance of Patrol Corporals and patrol deputies.
- Inspects the Justice Center on a frequent basis and reports or corrects observed security and safety infractions.
- As directed by a Patrol Lieutenant, answers correspondence and prepares reports for the Patrol Captain, calling attention to defects and recommending corrective action.
- Reviews and endorses all offense, arrest, and unusual incidents reports submitted by employees, gathering additional information to ensure appropriate action(s) is taken.
- Keeps records and prepares reports as directed by policies and procedures.
- Appraises work of personnel and working conditions, taking necessary steps to improve operations in cooperation and coordination with a Patrol Lieutenant and Patrol Corporals.
- Cooperates with municipal, state, and federal law enforcement agencies and personnel as required.
- Coordinates, directs, and/or performs formal and in-service training programs for personnel as coordinated by the Training Function and as directed by the Patrol Captain and Patrol Lieutenant.
- May testify in court and legal proceedings.
- Maintains personal equipment.
- Familiar with the duties and responsibilities of Patrol Lieutenants, Patrol Corporals, and deputies, performing such duties as required.
- Performs other related duties as assigned.

SUPERVISION EXERCISED:

Directly supervises Patrol Corporals and deputies assigned to a shift.

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Principles and practices of modern law enforcement organization and administration including rules, regulations, policies, and procedures.
 - Modern law enforcement practices, methods, and equipment including, but not limited to, supervisory techniques, training subordinate staff, assigning and reviewing work of subordinates, conducting performance evaluations, and handling disciplinary actions.
 - Law enforcement patrol concepts, principles, and practices.
 - Record keeping procedures.

- Standards by which the quality of law enforcement services are evaluated, and the use of records and their application to law enforcement administration.
 - Functions of other governmental jurisdictions and authorities as they relate to law enforcement.
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Plan, organize, direct, and evaluate the work of subordinates performing a variety of law enforcement operations and functions.
 - Prepare detailed technical and evaluative reports.
 - Visually inspect areas for compliance with Sheriff's Office rules, regulations, policies, and procedures.
 - Read and interpret applicable rules, regulations, policies, and procedures.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
 - Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, chemical weapons, impact weapons, and restraints.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- At least two (2) years experience with the Blount County Sheriff's Office.
- Must be certified under P.O.S.T. Commission requirements as established in the Tennessee Codes Annotated.
- Must possess a valid Tennessee Driver's License.

K-9 PATROL SERGEANT

REPORTS TO:

Patrol Lieutenant or Patrol Captain

NATURE OF WORK:

The incumbent is responsible for the activities of a patrol shift in the absence of a Patrol Lieutenant, and otherwise is responsible for the efficient performance of duties and responsibilities of Patrol Corporals and patrol deputies assigned to a shift. However, the primary focus of this supervisor is the training, management, and welfare of the deputies and canines assigned as partners in the Patrol Function. The employee in this position is expected to perform his or her duties according to state and federal laws and the policies and procedures of the Blount County Sheriff's Office. Instructions to the employee are somewhat general but many aspects of the work follow standardized guidelines, and is frequently required to use independent judgment and may from time to time be required to refine existing work methods to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, radio and communications equipment, various types of emergency equipment, and other equipment associated with law enforcement. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work primarily outdoors in all types of weather conditions as well as indoors in a climate-controlled environment. There is always a possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to the supervision of patrol deputies assigned to a shift in the Patrol Function. The nature of the work requires that employees support each other for personal and public safety and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact, and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Assists a Patrol Lieutenant in planning and organizing the operations of a patrol shift to ensure sufficient personnel are present for operations, directing personnel and activities of Patrol Corporals, patrol deputies, and assigned reserves, supervising

them in compliance with established policies and procedures and standard operating procedures.

- In the absence of the Patrol Lieutenant conducts a briefing at the beginning of each shift to ensure sufficient availability of staff to provide adequate security and to pass on critical information concerning operations received from the previous shift supervisor.
- Instructs assigned deputies and reserves as to work assignments and procedures.
- Interprets new laws, rules, and regulations pertaining to the Sheriff's Office for assigned employees.
- Directs and supervises the activities and personnel of their assigned shift.
- Directs and/or performs investigations of crimes and suspected crimes.
- Supervises and enforces policies and procedures of the Sheriff's Office.
- Evaluates the performance of Patrol Corporals and patrol deputies.
- Inspects the Justice Center on a frequent basis and reports or corrects observed security and safety infractions.
- As directed by a Patrol Lieutenant, answers correspondence and prepares reports for the Patrol Captain, calling attention to defects and recommending corrective action.
- Reviews and endorses all offense, arrest, and unusual incidents reports submitted by employees, gathering additional information to ensure appropriate action(s) is taken.
- Keeps records and prepares reports as directed by policies and procedures.
- Appraises work of personnel and working conditions, taking necessary steps to improve operations in cooperation and coordination with a Patrol Lieutenant and Patrol Corporals.
- Cooperates with municipal, state, and federal law enforcement agencies and personnel as required.
- Coordinates, directs, and/or performs formal and in-service training programs for personnel as coordinated by the Training Function and as directed by the Patrol Captain and Patrol Lieutenant.
- May testify in court and legal proceedings.
- Maintains personal equipment.
- Familiar with the duties and responsibilities of Patrol Lieutenants, Patrol Corporals, and deputies, performing such duties as required.
- Performs other related duties as assigned.
- Maintain K-9 Team records to include medical and certification files on each assigned animal
- Maintain deployment records on each K-9 Team
- Maintain current K-9 team on-call schedule
- Insure that each K-9 team remains certified in apprehension and drug detection as well as bomb detection when applicable
- Insure that each K-9 team participates in community relations demonstrations as required

SUPERVISION EXERCISED:

Directly supervises Patrol Corporals and deputies assigned to a shift as required. Primary supervisory duties are related directly to K-9 teams and any matters related to their readiness.

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Principles and practices of modern law enforcement organization and administration including rules, regulations, policies, and procedures.
 - Modern law enforcement practices, methods, and equipment including, but not limited to, supervisory techniques, training subordinate staff, assigning and reviewing work of subordinates, conducting performance evaluations, and handling disciplinary actions.
 - Law enforcement patrol concepts, principles, and practices.
 - Record keeping procedures.
 - Standards by which the quality of law enforcement services are evaluated, and the use of records and their application to law enforcement administration.
 - Functions of other governmental jurisdictions and authorities as they relate to law enforcement.
 - Utilization of K-9 Team and tactics
 - Certification required for K-9 teams to insure proper training for public safety as well as liability mitigation
 - Current or previous experience as a K-9 Handler

- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Plan, organize, direct, and evaluate the work of subordinates performing a variety of law enforcement operations and functions.
 - Prepare detailed technical and evaluative reports.
 - Visually inspect areas for compliance with Sheriff's Office rules, regulations, policies, and procedures.
 - Read and interpret applicable rules, regulations, policies, and procedures.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
 - Advise K-9 Handlers on techniques needed to maintain a good trustworthy K-9 partner
 - Recognize problems with current K-9 handlers or the assigned animal and implement solutions to correct those problems

- Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.

- Use of firearms, chemical weapons, impact weapons, and restraints.
- Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- At least two (2) years experience with the Blount County Sheriff's Office.
- Must be certified under P.O.S.T. Commission requirements as established in the Tennessee Codes Annotated.
- Must possess a valid Tennessee Driver's License.

PATROL DEPUTY OR INVESTIGATOR

REPORTS TO:

Patrol Corporal, Patrol Sergeant, and/or Patrol Lieutenant, or in Criminal Investigations, to a Criminal Investigations Sergeant and/or Criminal Investigations Lieutenant

NATURE OF WORK:

Performs law enforcement duties in an assigned area on an assigned shift, assisting in investigations of criminal offenses and in the apprehension of criminals. An employee in this classification receives intensive training in the various phases of law enforcement work, and assignments are carried out under close supervision during the entire training period. After completion of training, a deputy is assigned to regular patrol duty or to Criminal Investigations, and is charged with considerable responsibility for the protection of lives and property. In discharging responsibilities a patrol deputy or Investigator must exercise sound judgment in emergencies and must apply his or knowledge of law enforcement techniques and practices in compliance with applicable federal, state, and local laws.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, chemical and impact weapons, radio and communications equipment, various types of emergency equipment, and other equipment associated with law enforcement. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work primarily outdoors in all types of weather conditions as well as indoors in a climate controlled environment. There is always a possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

- Internal** Significant interaction and coordination with patrol and/or Criminal Investigations supervisors on an assigned shift in the Patrol Function or Criminal Investigations. The nature of the work requires that employees support each other for personal and public safety and to effectively and efficiently perform their duties and responsibilities.
- External** There is significant public contact, and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide services, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Patrols a specified zone in a marked law enforcement vehicle.
- Checks doors and windows of businesses and residential property.
- Investigates suspicious activities and makes arrests for violations of federal, state,

and/or local laws.

- Arrests offenders and escort them to the Justice Center for processing.
- Receives complaints and makes investigations of wanted or missing persons and of stolen cars and property, and maintains surveillance for recovery and apprehension.
- Maintains crowd and traffic control as needed due to accidents, emergencies, or at special events where there are a large number of people.
- Administers first-aid treatment and lifesaving techniques to the acquired level of training.
- Reports defects in roadways that require the attention of other agencies.
- Reports damaged traffic control devices and traffic lights that are out of order to the proper agency.
- Issues citations and warnings for traffic violations.
- Makes a daily report of activities and prepares detailed reports relating to specific incidents, accidents, investigations, arrests, or special assignments.
- Assumes responsibility for proper maintenance of assigned vehicle.
- Receives and investigates complaints of a general nature from the public.
- Prepares and presents informational programs on law enforcement-related subjects to interested groups.
- Properly prepares and presents court cases.
- Conducts interrogation of suspects involved in criminal offenses.
- Discovers, preserves, and corroborates physical evidence at a crime scene for presentation in criminal prosecution.
- Prepares details of criminal case files pertaining to major offenses.
- Operates surveillance equipment.
- Investigates narcotics and drug offenses requiring a number of chemical tests for suspected narcotics and drug violations.
- May serve on a special unit such as K-9, Marine Patrol, Bicycle Patrol, SWAT, or other special units.
- Performs related work as required.

SUPERVISION EXERCISED:

None

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS:

- Knowledge of the following:
 - Knowledge of modern methods and practices of criminal investigations and identification and the laws governing interviews and evidence gathering.
 - Concepts, principles, and practices relating to criminal investigation operations.
 - Record keeping procedures.
 - Use of reports and records and their application to the administration and solution of criminal investigations.
 - Functions of other governmental jurisdictions and authorities as they relate to law enforcement.
 - Basic computer skills and other office equipment.

- Local geography.
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals or varied ethnic backgrounds, other county, state, and federal authorities, and the general public.
 - Be courteous yet firm with the public and to be alert.
 - Use discretion and good judgment.
 - Understand and to carry out complex oral and written instructions.
 - Drive an emergency vehicle safely.
 - Use and maintain competency with the weapons and emergency equipment that a deputy or Investigator is required to carry.
 - Physical condition that permits the activities necessary in and inherent to the law enforcement profession.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
- Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Operation of communication and computer equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- Graduation from high school, or equivalent, and be at least 21 years old, and able to meet the P.O.S.T. Commission requirements as established in the Tennessee Code Annotated.
- Must possess a valid Tennessee Driver's License.

SRO (School Resources Officer) DEPUTY

REPORTS TO:

SRO Corporal, Sergeant, or Lieutenant

NATURE OF WORK:

The incumbent is responsible for School Resource activities at an assigned school in Blount County under the direct supervision of the SRO Lieutenant and/or SRO Sergeant. The employee in this position is expected to perform his or her duties according to state and federal laws and the policies and procedures of the Blount County Sheriff's Office, and may be assigned to patrol duties when schools are not in session. Instructions to the employee are somewhat general but many aspects of the work follow standardized guidelines. The employee is frequently required to use independent judgment and may from time to time be required to refine existing work methods to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, radio and communications equipment, various types of emergency equipment, and other equipment associated with law enforcement and the SRO program. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work outdoors in all types of weather conditions as well as indoors in a climate-controlled environment. There is always a possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination with SRO supervisors and also with patrol supervisors and patrol deputies when assigned to normal patrol duties when schools are not in session. The nature of the work requires that employees support each other for personal and public safety and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact in the schools with students, school administrators, teachers, other employees, and with parents. The nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the individuals contacted are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Coordinates all of his or her activities with the principal and staff members at their assigned school, and seeks permission, advice, and guidance prior to enacting any program within the school.
- Develops expertise in presenting various subjects to students including a basic

understanding of the laws and the role and mission of law enforcement officers in the community.

- Encourages individual and small group discussions with students and faculty based on material presented in class to further establish rapport with the students.
- When requested by a principal, attends parent/staff/administrative meetings to solicit support and understanding of the program.
- Makes himself or herself available for conferences with students, parents, and faculty to assist them with problems of a law enforcement or crime prevention nature.
- Becomes familiar with all community agencies that offer assistance to youths and their families, such as mental health clinics, drug treatment centers, etc.
- Assists the principal in developing plans and strategies to prevent and/or minimize dangerous situations that may result from student unrest.
- When necessary conducts formal interviews with students, adhering to School Department and Sheriff's Office policies and procedures and legal requirements related to such interviews.
- Takes law enforcement action as required and, as soon as practical, makes the principal or his or her designee aware of such action. The SRO will take appropriate law enforcement action against intruders and unwanted guests who may appear at the school and related school functions to the extent that the SRO may do so under the authority of law.
- Gives assistance to other law enforcement personnel in matters regarding his or her school assignment whenever necessary.
- Whenever possible, participates in and/or attends school functions.
- Upon completion of an incident report requiring further investigation, promptly turns reports in to his or her supervisor for review and possible assignment to Criminal Investigations.
- Maintains detailed and accurate records of the operation of the School Resource Program including, but not limited to, statistical findings from his or her school. These records will be submitted to the supervisor of the School Resource Officer Program.
- Will not act as a school disciplinarian in that discipline is a school responsibility, but if the principal believes an incident is a violation of law he or she may contact the SRO deputy who will determine whether law enforcement action is appropriate.
- Is not to be used for regularly assigned lunchroom duties, bus duties, as hall monitors, or other monitoring duties. If a problem exists the SRO deputy may assist the school until the problem is resolved
- Assists the SRO Lieutenant and Patrol Captain in planning and organizing the operation of the School Resource Officer Program, especially as it relates to his or her assigned school. Conducts periodic briefings with SRO personnel to provide critical information concerning operations.
- Performs the duties and responsibilities of a patrol deputy when schools are not in session.
- Directs and/or performs investigations of crimes and suspected crimes relating to the SRO function.
- Answers correspondence and prepares reports for the SRO Lieutenant and SRO Sergeant, calling attention to defects and recommending corrective action in relation to the assigned school.
- Prepares offense, arrest reports, and unusual incidents reports and forwards

them to the SRO Sergeant or SRO Lieutenant.

- Keeps records and prepares reports as directed by policies and procedures.
- May testify in court and legal proceedings.
- Maintains personal equipment.
- Performs other related duties as assigned.

SUPERVISION EXERCISED

None

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Principles and practices of School Resource Programs.
 - Modern law enforcement practices, methods, and equipment.
 - Law enforcement patrol concepts, principles, and practices.
 - Record keeping procedures.
 - Functions of other governmental jurisdictions and authorities as they relate to law enforcement.

- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, other county, state, and federal authorities, school administrators, teachers, and students, and the public. Public contact is frequent.
 - Have excellent oral and written communication skills and be able to work with and involve people of all ages within and outside the law enforcement community.
 - Desire to work with children and be comfortable with and friendly toward them.
 - Committed to substance use prevention education and a strong desire to work in the SRO Program as a classroom instructor, counselor, and law enforcement officer.
 - Prepare detailed technical and evaluative reports.
 - Read and interpret applicable rules, regulations, policies, and procedures.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.

- Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, chemical weapons, impact weapons, and restraints.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS

- P.O.S.T. certified, or obtain P.O.S.T. certification within one (1) year of appointment.
- Must possess a valid Tennessee Driver's License.

SCHOOL RESOURCE OFFICER CORPORAL

REPORTS TO:

SRO Sergeant

NATURE OF WORK:

The incumbent is assigned to a school campus and responsible for the activities of School Resource Officers (SRO's) assigned to schools in Blount County under the direct supervision of the SRO Sergeant. The employee in this position is expected to perform his or her duties according to state and federal laws and the policies and procedures of the Blount County Sheriff's Office, and may be assigned to patrol duties when schools are not in session. The SRO Corporal may function as the SRO Sergeant in his or her absence. Instructions to the employee are somewhat general but many aspects of the work follow standardized guidelines. The employee is frequently required to use independent judgment and may from time to time be required to refine existing work methods to complete tasks.

EQUIPMENT/JOB LOCATION

This employee will operate a variety of equipment including firearms, radio and communications equipment, various types of emergency equipment, and other equipment associated with law enforcement. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work outdoors in all types of weather conditions as well as indoors in a climate-controlled environment. There is always a possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to the supervision of School Resource Officers (SRO's), and also to patrol deputies when assigned to normal patrol duties when schools are not in session. The nature of the work requires that employees support each other for personal and public safety and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact in the school with students, school administrators, teacher, and other employees, and with parents. The nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the individuals contacted are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Assist the SRO Sergeant and Lieutenant in planning and organizing the operation of the School Resource Officers Program, ensuring sufficient personnel are present for operations, directing activities of SRO deputies assigned to

schools throughout the county, supervising them in compliance with established policies and procedures and standard operation procedure

- Conducts periodic briefings with SRO personnel to provide critical information concerning operations.
- Instructs assigned deputies as to work assignments and procedures.
- Interprets new laws, rules, and regulations pertaining to the Sheriff's Office for assigned employees.
- Directs and supervises the activities and personnel of their assigned SRO deputies.
- Directs and/or performs investigations of crimes and suspected crimes.
- Supervises and enforces policies and procedures of the Sheriff's Office.
- Assists SRO Sergeant in evaluating the performance of patrol deputies.
- As directed by a SRO Lieutenant or SRO Sergeant, answers correspondence and prepares reports for the Patrol Captain, calling attention to defects and recommending corrective action.
- In the absence of a SRO Sergeant, reviews and endorses all offense, arrest, and unusual incidents reports submitted by employees, gathering additional information to ensure appropriate action(s) is taken.
- Keeps records and prepares reports as directed by policies and procedures.
- Appraises work of personnel and working conditions, taking necessary steps to improve operations in cooperation and coordination with a SRO Lieutenant and SRO Sergeant.
- Cooperates with municipal, state, and federal law enforcement agencies and personnel as required.
- Coordinates, directs, and/or performs formal and in-service training programs for personnel as coordinated by the Training Function and as directed by the Captain and SRO Lieutenant.
- May testify in court and legal proceedings.
- Maintains personal equipment.
- Familiar with the duties and responsibilities of SRO Lieutenants, SRO Sergeants, and deputies, performing such duties as required.
- Performs other related duties as assigned.

SUPERVISION EXERCISED:

Directly supervises SRO deputies assigned to the SRO Unit.

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Principles and practices of modern law enforcement organization and administration including rules, regulations, policies, and procedures.
 - Modern law enforcement practices, methods, and equipment including, but not limited to, supervisory techniques, training subordinate staff, assigning and reviewing work of subordinates, conducting performance evaluations, and handling disciplinary actions.
 - Law enforcement patrol concepts, principles, and practices.
 - Record keeping procedures.
 - Standards by which the quality of law enforcement services are evaluated,

and the use of records and their application to law enforcement administration.

- Functions of other governmental jurisdictions and authorities as they relate to law enforcement.
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Plan, organize, direct, and evaluate the work of subordinates performing a variety of law enforcement operations and functions.
 - Prepare detailed technical and evaluative reports.
 - Visually inspect areas for compliance with Sheriff's Office rules, regulations, policies, and procedures.
 - Read and interpret applicable rules, regulations, policies, and procedures.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
- Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, chemical weapons, impact weapons, and restraints.
 - Operation of communication equipment

NECESSARY AND SPECIAL REQUIREMENTS:

- Graduation from high school, or equivalent, preferably supplemented by advanced training in public safety supervision.
- At least two (2) years experience with the Blount County Sheriff's Office.
- Must be certified under P.O.S.T. Commission requirements as established in the Tennessee Codes Annotated.
- Must possess a valid Tennessee Driver's License.

SCHOOL RESOURCE OFFICER LIEUTENANT

REPORTS TO:

Patrol Captain

NATURE OF WORK:

The incumbent is responsible for the activities of School Resource Officers (SRO's) assigned to schools in Blount County. The employee in this position is expected to perform his or her duties according to state and federal laws and the policies and procedures of the Blount County Sheriff's Office, and may be assigned to patrol duties when schools are not in session. The SRO Lieutenant is distinguished from the SRO Sergeant by the technical requirements of the post, by the addition of administrative duties and responsibilities, and by the more general supervision received from the Patrol Captain and the Deputy Chief of Patrol and Public Safety relating to school matters. Instructions to the employee are somewhat general but many aspects of the work follow standardized guidelines. The employee is frequently required to use independent judgment and may from time to time be required to refine existing work methods to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, radio and communications equipment, various types of emergency equipment, and other equipment associated with law enforcement. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work outdoors in all types of weather conditions as well as indoors in a climate-controlled environment. There is always a possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to the supervision of a SRO Sergeant and School Resource Officers (SRO's), and also to Patrol Sergeants and patrol deputies when assigned to normal patrol duties when schools are not in session. The nature of the work requires that employees support each other for personal and public safety and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact in the schools with students, school administrators, teachers, and other employees, and with parents. The nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the individuals contacted are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Assists the Patrol Captain in planning and organizing the operation of the School

Resource Officer Program, ensuring sufficient personnel are present for operations, directing activities of a SRO Sergeant and SRO deputies assigned to schools throughout the county, supervising them in compliance with established policies and procedures and standard operating procedures.

- Conducts periodic briefings with SRO personnel to provide critical information concerning operations.
- Instructs assigned deputies as to work assignments and procedures.
- Interprets new laws, rules, and regulations pertaining to the Sheriff's Office for assigned employees.
- Directs and supervises the activities and personnel of an assigned shift when schools are not in session.
- Directs and/or performs investigations of crimes and suspected crimes relating to the SRO function.
- Supervises and enforces policies and procedures of the Sheriff's Office.
- Evaluates the performance of the SRO Sergeant and reviews the performance evaluations conducted by the SRO Sergeant on the SRO deputies.
- Inspects the schools on a frequent basis and reports or corrects observed security and safety infractions.
- Answers correspondence and prepares reports for the Patrol Captain, calling attention to defects and recommending corrective action.
- Reviews and endorses all offense, arrest reports, and unusual incidents reports submitted by employees, gathering additional information to ensure appropriate action(s) is taken.
- Keeps records and prepares reports as directed by policies and procedures.
- Appraises work of personnel and working conditions, taking necessary steps to improve operations in cooperation and coordination with Patrol Lieutenants and the Patrol Captain.
- Cooperates with municipal, state, and federal law enforcement agencies and personnel as required.
- Coordinates, directs, and/or performs formal and in-service training programs for personnel as coordinated by the Training Function and as directed by the Patrol Captain.
- May testify in court and legal proceedings.
- Maintains personal equipment.
- Familiar with the duties and responsibilities of the SRO Sergeant, SRO deputies, Patrol Sergeants, Patrol Corporals, and deputies, performing such duties as required.
- Performs other related duties as assigned.

SUPERVISION EXERCISED:

Directly supervises a SRO Sergeant, Corporal(s), and SRO deputies assigned to schools.

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Principles and practices of modern law enforcement organization and administration including rules, regulations, policies, and procedures.

- Principles and practices of School Resource Programs.
 - Modern law enforcement practices, methods, and equipment including, but not limited to, supervisory techniques, training subordinate staff, assigning and reviewing work of subordinates, conducting performance evaluations, and handling disciplinary actions.
 - Law enforcement patrol concepts, principles, and practices.
 - Record keeping procedures.
 - Standards by which the quality of law enforcement and school resource program services are evaluated, and the use of records and their application to law enforcement and School Resource Program administration.
 - Functions of other governmental jurisdictions and authorities as they relate to law enforcement.
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, other county, state, and federal authorities, school administrators, teachers, and students, and the public. Public contact is frequent.
 - Plan, organize, direct, and evaluate the work of subordinates performing School Resource Program activities as well as a variety of law enforcement operations and functions.
 - Prepare detailed technical and evaluative reports.
 - Visually inspect areas for compliance with Sheriff's Office and School Resource Program rules, regulations, policies, and procedures.
 - Read and interpret applicable rules, regulations, policies, and procedures.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
 - Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, chemical weapons, impact weapons, and restraints.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- At least two (2) years Supervisory experience with the Blount County Sheriff's Office, preferably supplemented by advanced training in public safety supervision.
- Must be certified under P.O.S.T. Commission requirements as established in the Tennessee Codes Annotated.
- Must possess a Tennessee Driver's License.

SCHOOL RESOURCE OFFICER SERGEANT

REPORTS TO:

SRO Lieutenant

NATURE OF WORK:

The incumbent is responsible for the activities of School Resource Officers (SRO's) and School Resources Officer Corporals assigned to schools in Blount County under the direct supervision of the SRO Lieutenant. The employee in this position is expected to perform his or her duties according to state and federal laws and the policies and procedures of the Blount County Sheriff's Office, and may be assigned to patrol duties when schools are not in session. The SRO Sergeant may function as the SRO Lieutenant in his or her absence. Instructions to the employee are somewhat general but many aspects of the work follow standardized guidelines. The employee is frequently required to use independent judgment and may from time to time be required to refine existing work methods to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, radio and communications equipment, various types of emergency equipment, and other equipment associated with law enforcement. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work outdoors in all types of weather conditions as well as indoors in a climate-controlled environment. There is always a possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to the supervision of School Resource Officers (SRO's), and also to Patrol Corporals and patrol deputies when assigned to normal patrol duties when schools are not in session. The nature of the work requires that employees support each other for personal and public safety and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact in the schools with students, school administrators, teachers, and other employees, and with parents. The nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the individuals contacted are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Assists the SRO Lieutenant and Patrol Captain in planning and organizing the operation of the School Resource Officer Program, ensuring sufficient personnel

are present for operations, directing activities of SRO deputies assigned to schools throughout the county, supervising them in compliance with established policies and procedures and standard operating procedure

- Conducts periodic briefings with SRO personnel to provide critical information concerning operations.
- Instructs assigned deputies as to work assignments and procedures.
- Interprets new laws, rules, and regulations pertaining to the Sheriff's Office for assigned employees.
- Performs the duties and responsibilities of a Patrol Sergeant when schools are not in session.
- Directs and/or performs investigations of crimes and suspected crimes relating to the SRO function.
- Supervises and enforces policies and procedures of the Sheriff's Office.
- Evaluates the performance of the SRO deputies.
- Inspects the schools on a frequent basis and reports or corrects observed security and safety infractions.
- Answers correspondence and prepares reports for the SRO Lieutenant, calling attention to defects and recommending corrective action.
- Reviews and endorses all offense, arrest reports, and unusual incidents reports submitted by employees, gathering additional information to ensure appropriate action(s) is taken.
- Keeps records and prepares reports as directed by policies and procedures.
- Appraises work of personnel and working conditions, taking necessary steps to improve operations in cooperation and coordination with SRO Lieutenant and the Patrol Captain.
- Cooperates with municipal, state, and federal law enforcement agencies and personnel as required.
- Coordinates, directs, and/or performs formal and in-service training programs for personnel as coordinated by the Training Function and as directed by the SRO Lieutenant and the Patrol Captain.
- May testify in court and legal proceedings.
- Maintains personal equipment.
- Familiar with the duties and responsibilities of the SRO deputies, Patrol Sergeants, Patrol Corporals, and deputies, performing such duties as required.
- Performs other related duties as assigned.

SUPERVISION EXERCISED:

Directly supervises SRO Corporal(s), SRO deputies assigned to schools, and may supervise patrol deputies as required.

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Principles and practices of modern law enforcement organization and administration including rules, regulations, policies, and procedures.
 - Principles and practices of School Resource Programs.
 - Modern law enforcement practices, methods, and equipment including, but not limited to, supervisory techniques, training subordinate staff, assigning and reviewing work of subordinates, conducting performance

- evaluations, and handling disciplinary actions.
 - Law enforcement patrol concepts, principles, and practices.
 - Record keeping procedures.
 - Standards by which the quality of law enforcement and school resource program services are evaluated, and the use of records and their application to law enforcement and School Resource Program administration.
 - Functions of other governmental jurisdictions and authorities as they relate to law enforcement.
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, other county, state, and federal authorities, school administrators, teachers, and students, and the public. Public contact is frequent.
 - Plan, organize, direct, and evaluate the work of subordinates performing School Resource Program activities as well as a variety of law enforcement operations and functions.
 - Prepare detailed technical and evaluative reports.
 - Visually inspect areas for compliance with Sheriff's Office and School Resource Program rules, regulations, policies, and procedures.
 - Read and interpret applicable rules, regulations, policies, and procedures.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
- Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, chemical weapons, impact weapons, and restraints.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- At least two (2) years experience with the Blount County Sheriff's Office, preferably supplemented by advanced training in public safety supervision.
- Must be certified under P.O.S.T. Commission requirements as established in the Tennessee Codes Annotated.
- Must possess a Tennessee Driver's License.

TRAFFIC SAFETY DEPUTY

REPORTS TO:

Patrol Corporal, Patrol Sergeant, and/or Patrol Lieutenant, or Traffic Safety Sergeant or Traffic Safety Lieutenant

NATURE OF WORK:

Performs law enforcement duties in an assigned area on an assigned shift, assisting in investigations of criminal offenses and in the apprehension of criminals, however, primary focus is on traffic safety violations and crash investigation. An employee in this classification receives intensive training in the various phases of law enforcement work, and assignments are carried out under close supervision during the entire training period. After completion of training, a deputy is assigned to regular Traffic Patrol and is charged with considerable responsibility for the protection of lives and property. In discharging responsibilities a traffic patrol deputy must exercise sound judgment in emergencies and must apply his or knowledge of law enforcement techniques and practices in compliance with applicable federal, state, and local laws.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, chemical and impact weapons, radio and communications equipment, various types of emergency equipment, and other equipment associated with law enforcement. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work primarily outdoors in all types of weather conditions as well as indoors in a climate controlled environment. There is always a possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

- Internal** Significant interaction and coordination with patrol and/or Criminal Investigations supervisors on an assigned shift in the Patrol Function or Criminal Investigations. The nature of the work requires that employees support each other for personal and public safety and to effectively and efficiently perform their duties and responsibilities.
- External** There is significant public contact, and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide services, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Patrols a specified zone in a marked law enforcement vehicle.

- Conducts accident reconstruction of fatal and critical traffic crashes
- Conducts safety seminars for the public on Traffic Safety
- Identifies traffic problems as early as possible and works with administration to form solutions
- Tracks and monitors traffic data such as crashes, DUI arrests, citations, and complaints from the community
- Checks doors and windows of businesses and residential property.
- Investigates suspicious activities and makes arrests for violations of federal, state, and/or local laws.
- Arrests offenders and escort them to the Justice Center for processing.
- Receives complaints and makes investigations of wanted or missing persons and of stolen cars and property, and maintains surveillance for recovery and apprehension.
- Maintains crowd and traffic control as needed due to accidents, emergencies, or at special events where there are a large number of people.
- Administers first-aid treatment and lifesaving techniques to the acquired level of training.
- Reports defects in roadways that require the attention of other agencies.
- Reports damaged traffic control devices and traffic lights that are out of order to the proper agency.
- Issues citations and warnings for traffic violations.
- Makes a daily report of activities and prepares detailed reports relating to specific incidents, accidents, investigations, arrests, or special assignments.
- Assumes responsibility for proper maintenance of assigned vehicle.
- Receives and investigates complaints of a general nature from the public.
- Prepares and presents informational programs on law enforcement-related subjects to interested groups.
- Properly prepares and presents court cases.
- Conducts interrogation of suspects involved in criminal offenses.
- Discovers, preserves, and corroborates physical evidence at a crime scene for presentation in criminal prosecution.
- Prepares details of criminal case files pertaining to major offenses.
- Operates surveillance equipment.
- Investigates narcotics and drug offenses requiring a number of chemical tests for suspected narcotics and drug violations.
- May serve on a special unit such as K-9, Marine Patrol, Bicycle Patrol, SWAT, or other special units.
- Performs related work as required.

SUPERVISION EXERCISED:

None

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS:

- Knowledge of the following:
 - Knowledge of modern methods and practices of criminal investigations and identification and the laws governing interviews and evidence gathering.

- Concepts, principles, and practices relating to criminal investigation operations.
 - Record keeping procedures.
 - Use of reports and records and their application to the administration and solution of criminal investigations.
 - Functions of other governmental jurisdictions and authorities as they relate to law enforcement.
 - Basic computer skills and other office equipment.
 - Local geography.
 - Nikon NPL 332 Pulse Laser Station
 - Visual Statement Computer Program
 - Vericon 2000 (Accident Reconstruction Program)
 - Completed at scene Accident Investigation Course
 - Completed Advanced Accident Investigation Course
 - Completed Accident Reconstruction Course
 - Completed Radar Certification
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals or varied ethnic backgrounds, other county, state, and federal authorities, and the general public.
 - Be courteous yet firm with the public and to be alert.
 - Use discretion and good judgment.
 - Understand and to carry out complex oral and written instructions.
 - Drive an emergency vehicle safely.
 - Use and maintain competency with the weapons and emergency equipment that a deputy or Investigator is required to carry.
 - Physical condition that permits the activities necessary in and inherent to the law enforcement profession.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Operation of communication and computer equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- Graduation from high school, or equivalent, and be at least 21 years old, and able to meet the P.O.S.T. Commission requirements as established in the Tennessee Code Annotated.
- Must possess a valid Tennessee Driver's License.

TRAFFIC SAFETY LIEUTENANT

REPORTS TO:

Patrol Captain

NATURE OF WORK:

The incumbent is responsible for the activities of a patrol shift and the duties and responsibilities of the Patrol Captain in his absence if so assigned. The employee in this position is expected to perform his or her duties according to state and federal laws and the policies and procedures of the Blount County Sheriff's Office. The Traffic Safety Lieutenant is distinguished from the Traffic Safety Sergeant by the technical requirements of the post, by the addition of administrative duties and responsibilities, and by the more general supervision received from the Patrol Captain and the Deputy Chief of Patrol and Public Safety. Instructions to the employee are somewhat general but many aspects of the work follow standardized guidelines. The employee is frequently required to use independent judgment and may from time to time be required to refine existing work methods to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, radio and communications equipment, various types of emergency equipment, and other equipment associated with law enforcement. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work outdoors in all types of weather conditions as well as indoors in a climate-controlled environment. There is always a possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to the supervision of Traffic Safety Sergeant, Patrol Sergeants, Patrol Corporals, Traffic Safety Deputies and patrol deputies assigned to a shift in the Patrol Function. The nature of the work requires that employees support each other for personal and public safety and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact, and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Assists the Patrol Captain in planning and organizing the operations of a patrol shift to ensure sufficient personnel are present for operations, directing personnel

and activities of a Patrol Sergeant, Patrol Corporals, patrol deputies, and assigned reserves, supervising them in compliance with established policies and procedures and standard operating procedures.

- Conducts a briefing at the beginning of each shift to ensure sufficient availability of staff to provide adequate security and to pass on critical information concerning operations received from the previous shift supervisor.
- Instructs assigned deputies and reserves as to work assignments and procedures.
- Interprets new laws, rules, and regulations pertaining to the Sheriff's Office for assigned employees.
- Directs and supervises the activities and personnel of their assigned shift.
- Directs and/or performs investigations of crimes and suspected crimes.
- Supervises and enforces policies and procedures of the Sheriff's Office.
- Evaluates the performance of Patrol Sergeants and reviews the performance evaluations conducted by Patrol Sergeants on the assigned personnel.
- Inspects the Justice Center on a frequent basis and reports or corrects observed security and safety infractions.
- Answers correspondence and prepares reports for the Patrol Captain, calling attention to defects and recommending corrective action.
- Reviews and endorses all offense, arrest reports, and unusual incidents reports submitted by employees, gathering additional information to ensure appropriate action(s) is taken.
- Keeps records and prepares reports as directed by policies and procedures.
- Appraises work of personnel and working conditions, taking necessary steps to improve operations in cooperation and coordination with other Patrol Lieutenants and the Patrol Captain.
- Cooperates with municipal, state, and federal law enforcement agencies and personnel as required.
- Coordinates, directs, and/or performs formal and in-service training programs for personnel as coordinated by the Training Function and as directed by the Patrol Captain.
- May testify in court and legal proceedings.
- Maintains personal equipment.
- Familiar with the duties and responsibilities of Patrol Sergeants, Patrol Corporals, and deputies, performing such duties as required.
- Performs other related duties as assigned.
- Tracks and reviews traffic data such as accidents, DUI Arrests, citations, and complaints from the community.
- Schedules public education relating to Traffic Safety.
- Schedules saturation traffic enforcement activities as well as directed patrols
- Plans and schedules sobriety checkpoints
- Accident reconstruction of fatal and critical traffic crashes

SUPERVISION EXERCISED:

Directly supervises a Patrol Sergeant, Patrol Corporals, and deputies assigned to a shift.

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Principles and practices of modern law enforcement organization and administration including rules, regulations, policies, and procedures.
 - Modern law enforcement practices, methods, and equipment including, but not limited to, supervisory techniques, training subordinate staff, assigning and reviewing work of subordinates, conducting performance evaluations, and handling disciplinary actions.
 - Law enforcement patrol concepts, principles, and practices.
 - Record keeping procedures.
 - Standards by which the quality of law enforcement services are evaluated, and the use of records and their application to law enforcement administration.
 - Functions of other governmental jurisdictions and authorities as they relate to law enforcement.
 - Nikon NPL 332 Pulse Laser Station
 - Visual Statement Computer Program
 - Vericom 2000 (Accident Reconstruction)

- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Plan, organize, direct, and evaluate the work of subordinates performing a variety of law enforcement operations and functions.
 - Prepare detailed technical and evaluative reports.
 - Visually inspect areas for compliance with Sheriff's Office rules, regulations, policies, and procedures.
 - Read and interpret applicable rules, regulations, policies, and procedures.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.

- Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, chemical weapons, impact weapons, and restraints.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- At least two (2) years experience as Supervisor with the Blount County Sheriff's Office, preferably supplemented by advanced training in public safety supervision.

- Must be certified under P.O.S.T. requirements as established in the Tennessee Codes Annotated.
- Must possess a Tennessee Driver's License.

TRAFFIC SAFETY SERGEANT

REPORTS TO:

Traffic Safety Lieutenant or Patrol Lieutenant

NATURE OF WORK:

The incumbent is responsible for the activities of a patrol shift in the absence of a Traffic Safety Lieutenant, and otherwise is responsible for the efficient performance of duties and responsibilities of Traffic Safety Deputies and/or patrol deputies assigned to a shift. The employee in this position is expected to perform his or her duties according to state and federal laws and the policies and procedures of the Blount County Sheriff's Office. Instructions to the employee are somewhat general but many aspects of the work follow standardized guidelines, and is frequently required to use independent judgment and may from time to time be required to refine existing work methods to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, radio and communications equipment, various types of emergency equipment, and other equipment associated with law enforcement. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work primarily outdoors in all types of weather conditions as well as indoors in a climate-controlled environment. There is always a possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to the supervision of Traffic Safety and patrol deputies assigned to a shift in the Patrol Function. The nature of the work requires that employees support each other for personal and public safety and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact, and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Assists a Patrol Lieutenant in planning and organizing the operations of a patrol shift to ensure sufficient personnel are present for operations, directing personnel and activities of Patrol Corporals, patrol deputies, and assigned reserves, supervising

them in compliance with established policies and procedures and standard operating procedures.

- In the absence of the Patrol Lieutenant conducts a briefing at the beginning of each shift to ensure sufficient availability of staff to provide adequate security and to pass on critical information concerning operations received from the previous shift supervisor.
- Instructs assigned deputies and reserves as to work assignments and procedures.
- Interprets new laws, rules, and regulations pertaining to the Sheriff's Office for assigned employees.
- Directs and supervises the activities and personnel of their assigned shift.
- Directs and/or performs investigations of crimes and suspected crimes.
- Supervises and enforces policies and procedures of the Sheriff's Office.
- Evaluates the performance of Patrol Corporals and patrol deputies.
- Inspects the Justice Center on a frequent basis and reports or corrects observed security and safety infractions.
- As directed by a Patrol Lieutenant, answers correspondence and prepares reports for the Patrol Captain, calling attention to defects and recommending corrective action.
- Reviews and endorses all offense, arrest, and unusual incidents reports submitted by employees, gathering additional information to ensure appropriate action(s) is taken.
- Keeps records and prepares reports as directed by policies and procedures.
- Appraises work of personnel and working conditions, taking necessary steps to improve operations in cooperation and coordination with a Patrol Lieutenant and Patrol Corporals.
- Cooperates with municipal, state, and federal law enforcement agencies and personnel as required.
- Coordinates, directs, and/or performs formal and in-service training programs for personnel as coordinated by the Training Function and as directed by the Patrol Captain and Patrol Lieutenant.
- May testify in court and legal proceedings.
- Maintains personal equipment.
- Familiar with the duties and responsibilities of Patrol Lieutenants, Patrol Corporals, and deputies, performing such duties as required.
- Performs other related duties as assigned.
- Tracks and reviews traffic data such as accidents, DUI Arrests, citations, and complaints from the community.
- Schedules public education relating to Traffic Safety.
- Schedules saturation traffic enforcement activities as well as directed patrols
- Plans and schedules sobriety checkpoints
- Accident reconstruction of fatal and critical traffic crashes

SUPERVISION EXERCISED:

Directly supervises Traffic Safety Deputies assigned to a shift.

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:

- Principles and practices of modern law enforcement organization and administration including rules, regulations, policies, and procedures.
 - Modern law enforcement practices, methods, and equipment including, but not limited to, supervisory techniques, training subordinate staff, assigning and reviewing work of subordinates, conducting performance evaluations, and handling disciplinary actions.
 - Law enforcement patrol concepts, principles, and practices.
 - Record keeping procedures.
 - Standards by which the quality of law enforcement services are evaluated, and the use of records and their application to law enforcement administration.
 - Functions of other governmental jurisdictions and authorities as they relate to law enforcement.
 - Nikon NPL 332 Pulse Laser Station
 - Visual Statement Computer Program
 - Vericom 2000 (Accident Reconstruction)
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Plan, organize, direct, and evaluate the work of subordinates performing a variety of law enforcement operations and functions.
 - Prepare detailed technical and evaluative reports.
 - Visually inspect areas for compliance with Sheriff's Office rules, regulations, policies, and procedures.
 - Read and interpret applicable rules, regulations, policies, and procedures.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
 - Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, chemical weapons, impact weapons, and restraints.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- At least two (2) years experience with the Blount County Sheriff's Office.
- Must be certified under P.O.S.T. Commission requirements as established in the Tennessee Codes Annotated.
- Must possess a valid Tennessee Driver's License.

DEPUTY CHIEF OF SUPPORT OPERATIONS

REPORTS TO:

Chief Deputy

NATURE OF WORK:

Assists the Chief Deputy and the Sheriff in administering the activities of the Adult Corrections Function, Juvenile Corrections Function, and the Court Services Function, coordinating the supervisory activities of these functions and other administrative and operational responsibilities as designated by the Chief Deputy. May act for the Chief Deputy or the Sheriff when so assigned. This employee is responsible for planning, developing, and directing investigative, corrections, court security, and legal process activities for Blount County, and for the enforcement of laws, the prevention of crime, and the protection of life and property in Blount County.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, radio and communications equipment, and other equipment associated with law enforcement and corrections. The demands of this position can be stressful both mentally and physically. The employee will work primarily indoors in a climate controlled environment with the possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to the supervision of Adult Corrections, Juvenile Corrections, and Court Services as well as coordination with Patrol. The position requires significant interaction with all levels of personnel involved in the operations of the Sheriff's Office.

External: There is significant contact with the general public and other law enforcement and criminal justice agencies. The nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Plans, directs, and exercises general supervision over the activities of the Adult and Juvenile Corrections Functions, and the Court Services Function and other administrative matters as assigned.
- Formulates and enforces policies, procedures, rules, and regulations relating to the Adult and Juvenile Corrections Functions, and Court Services Function.
- In association with the Sheriff and Chief Deputy, makes personnel assignments within the assigned functions.

- Reviews incident reports, inmate disciplinary reports, and reports of injuries to Sheriff's Office personnel ensuring that policies and procedures are followed.
- Enforces disciplinary measures when necessary.
- Makes recommendations to the Chief Deputy for the appointment and promotion of employees in assigned functions.
- Ascertains that new and existing employees receive adequate training in their job responsibilities.
- Ensures through subordinates that records and files are properly maintained.
- Through subordinates ensures that security, personnel, training, inmate housing, and medical needs of inmates are met in the Adult and Juvenile Detention Centers.
- Cooperates with state and federal officers in the apprehension of criminals and the incarceration of inmates.
- Advises the Chief Deputy on matters of policy, training, selection, and promotion of employees, and assignment of personnel to the approved table of authorization in the assigned functions.
- Prepares written correspondence for the Sheriff and the Chief Deputy concerning the assigned functions.
- Meets with and answers questions for the public.
- Attends state and national conventions relating to the operation of the assigned functions.
- Performs related work as required.

SUPERVISION EXERCISED:

Directly supervises the Adult Detention Center Administrator (Corrections Captain), Juvenile Detention Center Administrator (Juvenile Corrections Lieutenant), and Court Services Lieutenant.

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Law enforcement administration and methodology.
 - State and county laws relating to the operation of the Sheriff's Office.
 - Principles and practices of modern corrections organization and administration relating to both adult and juvenile facilities.
 - Functions of other governmental jurisdictions and authorities as they relate to law enforcement and corrections.
 - Geography of the county.
 - Administration of court security practices and procedures.
 - Administration of criminal and civil legal processes.
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Plan, organize, direct, and evaluate the work of subordinates performing a variety of public safety and criminal justice operations and functions.
 - Prepare and effectively present oral and written information relating to the

- activities of the Adult and Juvenile Detention Centers.
- React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.

NECESSARY AND SPECIAL REQUIREMENTS:

- Ten (10) years of experience in law enforcement and/or corrections, including five (5) years in a supervisory position, supplemented by advanced training and/or course work at the collegiate level in subjects related to the management of public agencies; or, any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.
- Must possess a valid Tennessee driver's license.
- Must be certified under P.O.S.T. rules and regulations as established in TCA.

CORRECTIONS CAPTAIN

(Adult or Juvenile Detention Center Administrator)

REPORTS TO:

Deputy Chief of Support Operations

NATURE OF WORK:

Responsible for all activities relating to the care and proper handling of adult or juvenile inmates and for the physical facilities of the Adult or the Juvenile Detention Centers. The employee in this position is expected to perform his or her duties according to state and federal laws and the policies and procedures of the Adult or Juvenile Detention Centers and the Blount County Sheriff's Office. A Corrections Captain is distinguished from the Corrections Lieutenant by the administrative duties and responsibilities and by the more general supervision received from the Deputy Chief of Support Operations, the Chief Deputy, and the Sheriff. Instructions to this employee are general but many aspects of the work follow standardized guidelines. The employee frequently uses independent judgment and is required to refine existing work methods to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee may be required to operate and/or be familiar with a variety of equipment including firearms, radio and communications equipment, fingerprinting and emergency equipment, and other equipment associated with corrections. The demands of this position can be stressful both mentally and physically and may require some running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work primarily indoors in a climate controlled environment with the possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to the supervision and operation of Corrections Lieutenants, Corrections Sergeants, Corrections Corporals, Corrections Officers, food services personnel, medical personnel, and records personnel assigned to the Adult or Juvenile Detention Centers as well as volunteers who provide program services to inmates. The nature of the work requires that employees support each other for personal and public safety, and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Plans and organizes the operation of the Blount County Adult or Juvenile Detention Centers ensuring sufficient personnel are present to effectively operate the facility; directing personnel, programs, and activities of all supervisors in the Adult or Juvenile Detention Centers, supervising them relating to the safe and humane custody, discipline, and welfare of inmates as designated in established policies and procedures of the Adult or Juvenile Detention Centers.
- Conducts supervisor staff meetings periodically to discuss the current level of operations, changes in policies and procedures, concerns of the command staff regarding operations, and to pass on critical information concerning operations.
- Manages and coordinates court activities and other legal matters relating to the incarceration or detention of inmates and correctly interpreting these matters, and seeing that all processing is done correctly and in a timely manner
- Ensures that investigations of crimes and suspected crimes in the Adult or Juvenile Detention Centers are conducted in compliance with Adult or Juvenile Detention Centers and Sheriff's Office policies and procedures.
- Supervises and enforces policies and procedures of the Adult and Juvenile Detention Centers relative to all security matters.
- May participate in searches of inmates, inmate living and work areas, as well as administrative and support areas of the Adult or Juvenile Detention Centers.
- Inspects the Adult or Juvenile Detention Center on a frequent basis observing level of security, safety, and sanitation.
- Responds to emergency situations such as suspected or actual inmate escapes, assisting supervisors in controlling, directing, and monitoring operations within and outside of the secure facility.
- Reviews and either endorses or calls for additional investigation of all inmate misconduct and unusual incident reports submitted by staff.
- Keeps records and prepares reports as directed by policies and procedures.
- Manages the work performance of personnel, taking necessary steps to improve employee performance in cooperation and coordination with Adult or Juvenile Detention Centers supervisors.
- Cooperates with municipal, state, and federal officers in the detention of their inmates as required.
- Coordinates formal and in-service training programs for personnel as coordinated by the Training Function.
- May testify in court and legal proceedings.
- Maintains correctional equipment.
- Attends at least 24 hours of management training annually.
- Familiar with the duties and responsibilities of all Adult or Juvenile Detention Center employees.
- Performs other related duties as assigned.
- Will serve as the PREA (Prison Rape Elimination Act) Coordinator for the agency.

SUPERVISION EXERCISED:

Directly supervises all operations of the Adult or Juvenile Detention Center through shift supervisors (Corrections Lieutenants, Corrections Sergeants, and Corrections Corporals), Food Services Supervisor, Medical Unit Supervisor, assigned records personnel, and a Chaplain/Programs Coordinator.

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Principles and practices of modern corrections organization and administration including facility rules, regulations, policies and procedures.
 - Modern correction practices, methods, and equipment used in the safe operation of a correctional facility that includes, but is not limited to, supervisory techniques, training subordinate staff, assigning and reviewing work of subordinates, conducting performance evaluations, and handling disciplinary actions.
 - Court documents pertaining to condition of incarceration.
 - Security concepts, principles, and practices in a corrections environment.
 - Record keeping procedures (logs, classification, rules infractions, etc.).
 - Standards by which the quality of correction services are evaluated, and the use of inmate records and their application to correction facility administration and solution of correction problems.
 - Functions of other governmental jurisdictions and authorities as they relate to corrections.

- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, inmates, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Plan, organize, direct, and evaluate the work of subordinates performing a variety of correction operations and functions.
 - Prepare detailed technical and evaluative reports.
 - Identify and interpret unusual or group behaviors and activities accurately.
 - Visually inspect areas for compliance with facility rules and regulations.
 - Read and interpret applicable rules, regulations, policies and procedures.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.

- Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, restraints, and security devices.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- At least five (5) years experience with the Blount County Sheriff's Office, three (3) years as a supervisor with the Blount County Sheriff's Office, supplemented by advanced training in public safety or corrections supervision.
- Must be certified under Tennessee Correctional Institute rules and regulations as established in Tennessee Codes Annotated for the Adult Detention Center Administrator, and the Department of Children's Service for the Juvenile Detention Center.
- May be certified under P.O.S.T. requirements as established in the Tennessee Codes Annotated.
- Must possess a valid Tennessee Driver's License.

CORRECTIONS CORPORAL

REPORTS TO:

Corrections Lieutenant or Corrections Sergeant

NATURE OF WORK:

Responsible for all activities relating to the care and proper handling of inmates and for the physical facilities of the Detention Center in the absence of the Corrections Lieutenant or Corrections Sergeant. The employee in this position is expected to perform his or her duties according to state and federal laws and the policies and procedures of the Detention Center and the Blount County Sheriff's Office. Instructions to the employee are somewhat general but many aspects of the work follow standardized guidelines. The employee is frequently required to use independent judgment and may from time to time be required to refine existing work methods to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, radio and communications equipment, fingerprinting and emergency equipment, and other equipment associated with corrections. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work primarily indoors in a climate controlled environment with the possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to the supervision and operation of Corrections Officers assigned to a shift in the Detention Center. The nature of the work requires that employees support each other for personal and public safety, and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact, the nature of which is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Assists the Corrections Sergeant in planning and organizing a shift in coordination with a Corrections Lieutenant to ensure sufficient corrections personnel are available, directing programs and activities of Corrections Officers, supervising them relating to the safe and humane custody, discipline,

and welfare of inmates in the Blount County Detention Center as established in the policies and procedures of the Detention Center.

- In the absence of a Corrections Lieutenant and/or Corrections Sergeant, conducts a briefing at the beginning of each shift to ensure sufficient availability of staff to provide adequate security and to pass on critical information concerning operations received from the previous shift supervisor.
- Manages and coordinates activities in the housing pod areas of the facility, ensuring that inmates are properly secured and that their basic needs are met, and that security staff is provided the required support.
- Ensures that the property and valuables of new arrivals is properly inventoried and stored.
- Directs and/or performs investigations of crimes and suspected crimes in the Detention Center, arresting suspected individuals. Supervises and enforces policies and procedures of the Detention Center relative to security matters such as control of keys, knives, contraband, and hazardous materials; inspects locks, doors, walls, ceilings, fire suppression systems, etc., for damage or possible breaches in security.
- Directs and participates in searches of inmates, inmate living and work areas, as well as administrative and support areas of the Detention Center.
- Inspects the Detention Center on a frequent basis and reports or corrects observed security, safety, and sanitation infractions.
- Conducts routine and special counts of inmates following emergency procedures in the event of suspected or actual inmate escapes; controls, directs, and monitors movement of inmates within and outside of the secure facility; supervises the operation of segregation or holding cells to ensure compliance with security procedures by both staff and inmates.
- Reviews and endorses inmate misconduct reports and unusual incidents reports submitted by staff; investigates reports of misconduct of inmates and/or special incidents, gathering additional information to ensure appropriate corrective action is taken. Makes recommendations to a Corrections Lieutenant or Corrections Sergeant as to temporary placement of inmate(s) in administrative segregation pending further administrative review because of major misconduct, need for protection, or other reasons.
- Responsible for the cleanliness of inmates and cells, proper conduct of inmates, and inmate custodial tasks in and around the Detention Center.
- Keeps records and prepares reports as directed by policies and procedures.
- Assists the Corrections Sergeant in evaluating the work of personnel and working conditions, recommending necessary steps to improve operations in cooperation and coordination with a Corrections Sergeant and/or Corrections Lieutenant.
- Cooperates with municipal, state, and federal officers in the detention of their inmates as required.
- Coordinates, directs, and/or performs formal and in-service training programs for personnel as coordinated by the Training Function.
- May testify in court and legal proceedings.
- Maintains correctional equipment.
- Attends at least 24 hours of management training annually.
- Performs the duties of a Corrections Officer as necessary.
- Performs other related duties as assigned.

SUPERVISION EXERCISED:

Directly supervises Corrections Officers assigned to a shift.

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Principles and practices of modern corrections organization and administration including facility rules, regulations, policies and procedures.
 - Modern correction practices, methods, and equipment used in the safe operation of a correctional facility that includes, but is not limited to, supervisory techniques, training subordinate staff, assigning and reviewing work of subordinates, assisting in the conduct of performance evaluations and the handling of disciplinary actions against inmates and staff.
 - Court documents pertaining to condition of incarceration.
 - Security concepts, principles, and practices.
 - Record keeping procedures (logs, classification, rules infractions, etc.).
 - Functions of other governmental jurisdictions and authorities as they relate to corrections.

- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, inmates, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Plan, organize, direct, and evaluate the work of subordinates performing a variety of correction operations and functions.
 - Prepare detailed technical and evaluative reports.
 - Identify and interpret unusual or group behaviors and activities accurately.
 - Visually inspect areas for compliance with facility rules and regulations.
 - Read and interpret applicable rules, regulations, policies and procedures.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.

- Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, restraints, and security devices.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- At least two (2) years experience as a Corrections Officer in the Blount County Blount County Sheriff's Office Human Resources Rules and Regulations Manual Appendix 3

Detention Center.

- Must be certified under Tennessee Correctional Institute rules and regulations as established in Tennessee Codes Annotated.
- May be certified under P.O.S.T. requirements as established in the Tennessee Codes Annotated.
- Possess a valid Tennessee Driver's License.

FOOD SERVICES SUPERVISOR

REPORTS TO:

Detention Center Administrator (Corrections Captain)

NATURE OF WORK:

Responsible for managing the food services and laundry programs for the Detention Center. Under guidelines established by policies and procedures, this employee is expected to meet a variety of state and federal guidelines related to providing nutritional meals to inmates, and for managing the laundry operation for the Detention Center and the Blount County Juvenile Detention Center. Instructions to this employee are general but most of the aspects of the work follows standardized guidelines. The employee frequently uses independent judgment and will be required to refine existing work methods to complete required tasks.

EQUIPMENT/JOB LOCATION:

This employee will be required to operate and be knowledgeable of a variety of kitchen and laundry equipment required to meet duties and responsibilities. Matters related to facility security will be use of radio and communications equipment, key and utensil control, and the management of inmate workers in the kitchen and laundry areas. The demands of this position can be stressful both mentally and physically and may require bending, squatting, occasional lifting of light objects (up to 25 pounds), and standing and walking for considerable amount of time. Work is performed primarily indoors in a climate controlled environment with exposure to the typical hazards associated with food preparation, as well as the hazards associated with working in a correctional institution.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination with food service personnel relating to menu development and preparation as well as with medical staff relating to special diets and supervisors relating to serving of meals. Considerable interaction with inmate workers in directing their work. The nature of the work requires that employees support each other for personal safety and to effectively and efficiently perform their duties and responsibilities.

External: Public contact is associated with vendors and contractors providing food services and maintenance of kitchen and laundry equipment. The nature of the contacts are to coordinate services and to ensure that proper services are provided in a timely and efficient manner.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Plans and organizes the operation of the food services and laundry functions for the Blount County Detention Center, ensuring that sufficient personnel are available to prepare and distribute meals and other food related services, as well as laundry services, and that sufficient food and related supplies are available to effectively and efficiently provide food and laundry services.
- Directs food service employees as well as inmates in the operation of the food services and laundry programs.

- Orders all stock (groceries, laundry supplies, paper products, cleaning supplies, etc.) for the food and laundry services, maintaining close inventory control.
- Responsible for the maintenance and care of all kitchen and laundry equipment.
- Plan menus based upon dietary allowances reviewed annually by a registered dietician that ensures menus meet nationally recommended allowances for basic nutrition.
- Reviews all special dietary requirements with medical staff and ensures they are met.
- Assists in the preparation of specifications and the purchasing processes for the purchase of food, laundry and kitchen supplies, paper products, and cleaning supplies.
- Handles grievances filed by inmates concerning food services.
- Prepares special holiday meals, or special meals requested by the Sheriff or Chief Deputy.
- Attends at least 24 hours of management training annually.
- Performs related work as required.

SUPERVISION EXERCISED:

Directly supervises all food service and laundry activities in the Detention Center, including supervision of civilian full and part time food service personnel and inmates assigned to work in the kitchen and laundry areas.

DESIRABLE KNOWLEDGE AND ABILITIES:

- Knowledge of the following:
 - Principles and practices of institutional food services associated with a corrections facility.
 - Equipment and techniques associated with institutional food and laundry services.
 - Menu planning in conjunction with federal and state nutrition guidelines associated with corrections institutions.
 - Security concepts, principles, and practices.
 - Purchasing policies and procedures associated with institutional food and laundry operations in a public facility.
 - Record keeping procedures (logs, records, etc.) associated with food and laundry services in a corrections environment and as dictated by ACA Standards.
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, inmates representing varied ethnic and cultural backgrounds, corrections employees, and the public associated with providing services to the Detention Center.
 - Plan, organize, direct, and evaluate the work of subordinates and inmates providing food and laundry services.
 - Prepare detailed reports relating to food and laundry services.
 - Conduct effective performance evaluations of employees.
 - Visually inspect areas for compliance with facility rules and regulations.

- Read and interpret applicable rules, regulation, policies, and procedures associated with food and laundry services.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
- Skill to do the following:
 - Reading, understanding, and following instructions and directions.
 - Oral and written communications.
 - Operation of communication equipment.
 - Manage aggressive behavior and conflict resolution.
 - Operate a variety of kitchen tools and equipment associated with institutional food and laundry services.

NECESSARY AND SPECIAL REQUIREMENTS:

Graduation from high school, or equivalent, supplemented by experience in food management, preferably in an institutional setting (school, another correctional facility, other public facility).

CORRECTIONS LIEUTENANT

REPORTS TO:

Adult or Juvenile Detention Center Administrator (Corrections Captain)

NATURE OF WORK:

Responsible for all activities relating to the care and proper handling of inmates and for the physical facilities of the Adult or Juvenile Detention Center in the absence of the Corrections Captain, and have responsibility for an assigned shift in the Adult or Juvenile Detention Center. The employee in this position is expected to perform his or her duties according to state and federal laws and the policies and procedures of the Adult or Juvenile Detention Center and the Blount County Sheriff's Office. The Corrections Lieutenant is distinguished from the Corrections Sergeant by the technical requirements of the post, by the addition of administrative duties and responsibilities, and by the more general supervision received from the Corrections Captain and Deputy Chief of Support Operations. Instructions to the employee are somewhat general but many aspects of the work follow standardized guidelines. The employee is frequently required to use independent judgment and may from time to time be required to refine existing work methods to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, radio and communications equipment, fingerprinting and emergency equipment, and other equipment associated with corrections. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work primarily indoors in a climate controlled environment with the possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to the supervision and operation of a Corrections Sergeant, Corrections Corporal, and Corrections Officers assigned to a shift in the Adult or Juvenile Detention Center. The nature of the work requires that employees support each other for personal and public safety, and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact, and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Assists the Corrections Captain in planning and organizing the operations of the Adult or Juvenile Detention Center as well as a shift to ensure sufficient personnel are available, directing personnel and activities of all personnel and volunteers and activities of a Corrections Sergeant, Corrections Corporal, and Corrections Officers, supervising them relating to the safe and humane custody, discipline, and welfare of inmates in the Blount County Adult or Juvenile Detention Center as designated by the Corrections Captain and/or established policies and procedures of the Adult or Juvenile Detention Center.
- Conducts a briefing at the beginning of each shift to ensure sufficient availability of staff to provide adequate security and to pass on critical information concerning operations received from the previous shift supervisor.
- Manages and coordinates activities in the intake area of the facility, ensuring that court and other legal documents relating to the incarceration or detention of new arrivals are in proper order and correctly interpreted, and that all processing is done correctly and in a timely manner
- Ensures that the property and valuables of new arrivals is properly inventoried and stored.
- Directs and/or performs investigations of crimes and suspected crimes in the Detention Center, arresting suspected individuals.
- Supervises and enforces policies and procedures of the Adult or Juvenile Detention Center relative to security matters such as control of keys, knives, contraband, and hazardous materials; inspects locks, doors, walls, ceilings, fire suppression systems, etc., for damage or possible breaches in security.
- Directs and participates in searches of inmates, inmate living and work areas, as well as administrative and support areas of the Adult or Juvenile Detention Center.
- Inspects the Adult or Juvenile Detention Center on a frequent basis and reports or corrects observed security, safety, and sanitation infractions.
- Conducts routine and special counts of inmates following emergency procedures in the event of suspected or actual inmate escapes; controls, directs, and monitors movement of inmates within and outside of the secure facility; supervises the operation of segregation or holding cells to ensure compliance with security procedures by both staff and inmates.
- Reviews and endorses all inmate misconduct reports and unusual incidents reports submitted by staff; investigates reports of misconduct of inmates and/or special incidents, gathering additional information to ensure appropriate corrective action is taken. May make independent decisions to temporarily place inmate(s) in administrative segregation pending further administrative review because of major misconduct, need for protection, or other reasons.
- Responsible for the cleanliness of inmates and cells, proper conduct of inmates, and inmate custodial tasks in and around the Adult or Juvenile Detention Center.
- Keeps records and prepares reports as directed by policies and procedures.
- Appraises work of personnel and working conditions, taking necessary steps to improve operations in cooperation and coordination with other Corrections Lieutenants and the Corrections Captain.
- Cooperates with municipal, state, and federal officers in the detention of their

inmates as required.

- Coordinates, directs, and/or performs formal and in-service training programs for personnel as coordinated by the Training Function and as directed by the Corrections Captain.
- May testify in court and legal proceedings.
- Maintains correctional equipment.
- Familiar with the duties and responsibilities of Corrections Sergeants, Corrections Corporals, and Corrections Officers, performing such duties as required.
- Attends at least 24 hours of management training annually.
- Performs other related duties as assigned.

SUPERVISION EXERCISED:

Directly supervises a Corrections Sergeant, Corrections Corporal, and Corrections Officers assigned to a shift.

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Principles and practices of modern adult or juvenile corrections organization and administration including facility rules, regulations, policies and procedures.
 - Modern correction practices, methods, and equipment used in the safe operation of an adult or juvenile correctional facility that includes, but is not limited to, supervisory techniques, training subordinate staff, assigning and reviewing work of subordinates, conducting performance evaluations, and handling disciplinary actions.
 - Court documents pertaining to condition of adult or juvenile incarceration.
 - Security concepts, principles, and practices.
 - Record keeping procedures (logs, classification, rules infractions, etc.).
 - Standards by which the quality of adult or juvenile correction services are evaluated, and the use of inmate records and their application to adult or juvenile correction facility administration and solution of correction problems.
 - Functions of other governmental jurisdictions and authorities as they relate to corrections.
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, inmates, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Plan, organize, direct, and evaluate the work of subordinates performing a variety of correction operations and functions.
 - Prepare detailed technical and evaluative reports.
 - Identify and interpret unusual or group behaviors and activities accurately.
 - Visually inspect areas for compliance with facility rules and regulations.
 - Read and interpret applicable rules, regulations, policies and procedures.
 - React quickly and calmly in emergency situations and to determine proper

- courses of action.
- Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
- Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, restraints, and security devices.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- At least two (2) years experience as a supervisor with the Blount County Sheriff's Office.
- Must be certified under Tennessee Correctional Institute or Department of Children's Services rules and regulations as established in Tennessee Codes Annotated.
- May be certified under P.O.S.T. requirements as established in the Tennessee Codes Annotated.
- Must possess a Tennessee Driver's License.

CORRECTIONS OFFICER

REPORTS TO:

Corrections Captain, Corrections Lieutenant, Corrections Sergeant, or Corrections Corporal

NATURE OF WORK:

Employees in this position are responsible for the care and proper handling of inmates and the safety and security of the facility. Employees in this position are expected to perform his or her duties according to state and federal laws and the policies and procedures of the Adult or Juvenile Detention Center and the Blount County Sheriff's Office. Instructions are based on standardized guidelines although the employee may be frequently required to use independent judgment to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment that may include firearms (depending on job assignment and training), radio and communications equipment, fingerprinting and imaging equipment, Sheriff's Office vehicles, computer, pepper spray, pepper ball pneumatic gun, Taser, restraints and other equipment associated with corrections. The demands of this position can be stressful both mentally and physically, requiring running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects of up to 50 pounds. The employee will work primarily indoors in a climate-controlled environment with the possibility of being exposed to hazardous or extremely dangerous situations, and may work outdoors on perimeter tours and during supervision of litter collection crews.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to the supervision of inmates. The nature of the work requires that employees support each other for personal and public safety, and to effectively and efficiently perform their duties and responsibilities.

External: Many employees may not have significant interaction with the general public. For those employees who have public contact, the nature of the contacts are to give or exchange information, resolve problems, provide service, negotiate or settle matters, and interrogate or obtain information. Often these public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Serving warrants and other court processes on inmates.
- Maintain and supervise inmates in a controlled humane environment, assisting in the distribution of meals and medications in the various housing units.
- Interact with public by telephone and in-person in reference to correctional matters.
- Assist in scheduled and unscheduled head counts of inmates in order to obtain

accurate physical counts, and completing appropriate forms and reporting procedures relating to counts and inmate location.

- Control, direct, and monitor activity and movement of inmates within and outside the secured facility, ensuring the security and safety of inmates, staff, and the public.
- Coordinate, direct, and instruct inmate work crews and details to ensure proper completion of work.
- Intervene in and control acts of negative behavior and violence in order to maintain security and safety of inmates and staff by instructing inmates and/or by using physical force such as restraints or other devices as prescribed by policies and procedures.
- Conduct visual surveillance of the interior and exterior of the secure facility by monitoring vehicle and foot traffic entering and leaving the secure facility to detect abnormal or suspicious activity, or to detect inappropriate behavior, and to maintain safety and security of inmates, staff, and the public.
- Inspect persons and articles prior to their admission into the secure facility in order to ensure proper authorization for entry in accordance with established policies and procedures.
- Process through the intake area of the facility new inmates who have been brought into the facility by arresting officers, from other jurisdictions, from court, or who have turned themselves in as a result of court or other legal action.
- Fingerprint, photograph, conduct initial classification interview, and enter pertinent information on the Adult or Juvenile Detention Center Blotter and the computer system on all new arrivals into the facility, ensuring their safety and medical well being as well as the safety of staff.
- Secure new arrivals' personal property (including valuables such as money, jewelry, etc.) in compliance with Adult or Juvenile Detention Center policies and procedures.
- Coordinate the bonding process (if applicable), collecting cash bonds, or working with bail bondsmen to secure the release of new inmates, or dressing out new arrivals for housing in the general population.
- Perform random and specific search and inspection of inmates and visitors to prevent the introduction of contraband into the facility.
- Search inmate housing areas, general areas of the facility, and inmate personal property for weapons and contraband by following Adult or Juvenile Detention Center policies and procedures.
- Maintain the proper use, control, and accountability of keys, tools, kitchen utensils, and other equipment by following established policies and procedures in order to maintain the safety and security of the Adult or Juvenile Detention Center, inmates, and staff.
- Inspect doors and locks for damage and check windows, walls, fire suppression equipment, ceilings, stairways, etc., for damage or possible breach of security in order to maintain safety and security of the facility, inmates, staff, and the public.
- Operate Sheriff's Office vehicles in transporting inmates or conducting Adult or Juvenile Detention Center business including use of the litter crew vehicles.
- Write reports pertaining to occurrences and/or incidents, or disciplinary reports detailing incorrect inmate behavior or violation of facility rules and regulations as detailed in the Inmate Handbook and in compliance with Adult or Juvenile Detention Center policies and procedures.
- Process inmate mail and packages by collecting, inspecting, and distributing it in accordance with Adult or Juvenile Detention Center policies and procedures.

- Brief supervisors and/or relief staff regarding occurrences and areas of concern to make them aware of a situation(s) or so they can take appropriate action.
- Monitor special areas of the secure facility such as the kitchen, stores, visitation, etc., and take appropriate action to maintain established sanitary, health, safety, and security standards.
- Operate communication devices such as two-way radios, telephones, etc., to convey information among personnel and to refer callers to appropriate persons or functions of the Sheriff's Office.
- Answer questions of inmates and visitors concerning rules, regulations, and procedures of the facility.
- Provide basic first-aid and life saving services, including CPR
- Supervise a litter crew used for the collection of trash on county roads under the supervision of the Shift Supervisor and general direction from the Keep Blount Beautiful organization through the Chief Deputy's office.
- Performs related work as required.

SUPERVISION EXERCISED:

No other Adult or Juvenile employees, but may supervise inmates.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

- Working knowledge of the following:
 - Principles and tactics governing the use of force.
 - Concepts of security principles and practices.
 - Facility rules, regulations, policies, and procedures.
 - Court documents pertaining to condition of incarceration.
 - Record keeping procedures (logs, classification, rules infractions, etc.).
 - Functions of other governmental jurisdictions and authorities as they relate to corrections.
- Ability to do the following:
 - Control Temper and maintain alertness in a difficult environment.
 - Treat all inmates fairly.
 - Establish and maintain effective working relationships with individuals of varied ethnic backgrounds, inmates, other county, state, and federal authorities, and the public.
 - Identify problems before they jeopardize the safety of inmates, staff, and/or jurisdictional security.
 - Prepare detailed technical and evaluative reports.
 - Identify and interpret unusual or group behaviors and activities accurately.
 - Visually inspect areas for compliance with facility rules and regulations.
 - Read and interpret applicable rules, regulations, policies, and procedures.
 - Conduct body and area searches.
 - Visually inspect areas for compliance with facility rules and regulations.
 - Ability to manage and supervise disruptive and non-disruptive inmates.
 - React quickly and calmly in stressful situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.

- Skill to do the following:
 - Skillfully search persons and materials for contraband.
 - Interact with inmates of all backgrounds.
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms (where position requires), restraints, and security devices related to corrections.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- Be at least 21 years of age and a high school graduate, or equivalent, preferably supplemented by some work experience.
- Must be certified under Tennessee Correctional Institute or Department of Children's Services rules and regulations as established in Tennessee Codes Annotated within the first year of employment.
- If duty post requires, certified under P.O.S.T. requirements as established in the Tennessee Codes Annotated.
- Possess a valid Tennessee Driver's License.

CORRECTIONS SERGEANT

REPORTS TO:

Corrections Lieutenant or Adult or Juvenile Detention Center Administrator (Corrections Captain)

NATURE OF WORK:

Responsible for all activities relating to the care and proper handling of inmates and for the physical facilities of the Adult or Juvenile Detention Center in the absence of a Corrections Lieutenant. The employee in this position is expected to perform his or her duties according to state and federal laws and the policies and procedures of the Adult or Juvenile Detention Center and the Blount County Sheriff's Office. Instructions to employee are somewhat general but many aspects of the work follow standardized guidelines. The employee is frequently required to use independent judgment and may from time to time be required to refine existing work methods to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, radio and communications equipment, fingerprinting and emergency equipment, and other equipment associated with corrections. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work primarily indoors in a climate controlled environment with the possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to the supervision and operation of Corrections Corporals and Corrections Officers assigned to a shift in the Adult or Juvenile Detention Center. The nature of the work requires that employees support each other for personal and public safety, and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact, and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Assists the Corrections Lieutenant in planning and organizing a shift to ensure sufficient personnel are available, directing personnel and activities of Corrections Officers, supervising them relating to the safe and humane custody, discipline, and welfare of inmates in the Blount County Adult or Juvenile Detention Center as established in the policies and procedures of the Adult or

Juvenile Detention Center.

- In the absence of the Corrections Lieutenant, conducts a briefing at the beginning of each shift to ensure sufficient availability of staff to provide adequate security and to pass on critical information concerning operations received from the previous shift supervisor.
- Manages and coordinates activities in the intake area of the facility, ensuring that court and other legal documents relating to the incarceration or detention of new arrivals are in proper order and correctly interpreted, and that all processing is done correctly and in a timely manner.
- Ensures that the property and valuables of new arrivals is properly inventoried and stored.
- Directs and/or performs investigations of crimes and suspected crimes in the Adult or Juvenile Detention Center, arresting suspected individuals.
- Supervises and enforces policies and procedures of the Adult or Juvenile Detention Center relative to security matters such as control of keys, knives, contraband, and hazardous materials; inspects locks, doors, walls, ceilings, fire suppression systems, etc., for damage or possible breaches in security.
- Directs and participates in searches of inmates, inmate living and work areas, as well as administrative and support areas of the Adult or Juvenile Detention Center.
- Inspects the Adult or Juvenile Detention Center on a frequent basis and reports or corrects observed security, safety, and sanitation infractions.
- Conducts routine and special counts of inmates following emergency procedures in the event of suspected or actual inmate escapes; controls, directs, and monitors movement of inmates within and outside of the secure facility; supervises the operation of segregation or holding cells to ensure compliance with security procedures by both staff and inmates.
- Reviews and endorses inmate misconduct reports and unusual incidents reports submitted by staff; investigates reports of misconduct of inmates and/or special incidents, gathering additional information to ensure appropriate corrective action is taken. Makes recommendations to a Corrections Lieutenant or the Corrections Captain as to temporary placement of inmate(s) in administrative segregation pending further administrative review because of major misconduct, need for protection, or other reasons.
- Responsible for the cleanliness of inmates and cells, proper conduct of inmates, and inmate custodial tasks in and around the Adult or Juvenile Detention Center.
- Keeps records and prepares reports as directed by policies and procedures.
- Appraises work of personnel and working conditions, taking necessary steps to improve operations in cooperation and coordination with the Corrections Lieutenant and the Corrections Captain.
- Cooperates with municipal, state, and federal officers in the detention of their inmates as required.
- Coordinates, directs, and/or performs formal and in-service training programs for personnel as coordinated by the Training Function.
- Attends at least 24 hours of management training annually.
- May testify in court and legal proceedings.
- Maintains correctional equipment.
- Performs the duties of a Corrections Officer as necessary.
- Performs other related duties as assigned.

SUPERVISION EXERCISED:

Directly supervises a Corrections Corporal and Corrections Officers assigned to a shift.

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Principles and practices of modern corrections organization and administration including facility rules, regulations, policies and procedures.
 - Modern correction practices, methods, and equipment used in the safe operation of a correctional facility that includes, but is not limited to, supervisory techniques, training subordinate staff, assigning and reviewing work of subordinates, conducting performance evaluations, and handling disciplinary actions.
 - Court documents pertaining to condition of incarceration.
 - Security concepts, principles, and practices.
 - Record keeping procedures (logs, classification, rules infractions, etc.).
 - Functions of other governmental jurisdictions and authorities as they relate to corrections.

- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, inmates, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Plan, organize, direct, and evaluate the work of subordinates performing a variety of correction operations and functions.
 - Prepare detailed technical and evaluative reports.
 - Identify and interpret unusual or group behaviors and activities accurately.
 - Visually inspect areas for compliance with facility rules and regulations.
 - Read and interpret applicable rules, regulations, policies and procedures.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.

- Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, restraints, and security devices.
 - Operation of communication equipment.
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NECESSARY AND SPECIAL REQUIREMENTS:

- At least two (2) years experience as a Corrections Officer in the Blount County Adult or Juvenile Detention Center, preferably supplemented by some training in public safety or corrections supervision.

- Must be certified under Tennessee Correctional Institute or the Department of Children Services rules and regulations as established in Tennessee Codes Annotated.
- May be certified under P.O.S.T. requirements as established in the Tennessee Codes Annotated.
- Possess a valid Tennessee Driver's License.

CIVIL PROCESS OFFICER

REPORTS TO:

Deputy Chief of Support Operations

NATURE OF WORK:

Performs a variety of duties associated with legal process including the service of civil legal process as directed by the courts as well as occasionally performing duties related to court and Justice Center security. An employee in this classification is responsible for civil process, or may be assigned to security details associated with the courts or the Justice Center that may include the escorting of inmates to and from the Detention Center, or to screening visitors to the Justice Center. Work is performed based on standard operating procedures and under the general supervision of the Court Services Captain or other designated supervisor who reviews the results of the assignments and may provide specific instructions and assistance when special problems or events occur.

EQUIPMENT/JOB LOCATION:

This employee may be required to operate a variety of equipment including firearms, radio and communications equipment, and other equipment associated with law enforcement. The demands of this position can be mentally stressful and the employee will work outdoors when serving process and also performed indoors in a climate controlled environment with the possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to operations of the Court Services Function and with other Justice Center Security Officers, Civil and Criminal Warrant Officers, and legal process clerical personnel as well as interaction with the Patrol Function, the Corrections Function, and the Court Clerk and his staff. The nature of the work requires that employees support each other for personal and public safety reasons and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Serves civil process papers and properly executes and returns them to the Court Services Clerk.
- May assist in the service of criminal warrants.
- May assist patrol and corrections functions in their duties if needed.

- May inspect and monitor courtrooms and/or the Justice Center to maintain security.
- May escort inmates to and from the Detention Center for court.
- May operate a metal detector scanner to ensure that no person enters the Justice Center or the old courthouse (Juvenile Court) with any article that is in violation of any rules and regulations necessary for security.
- May be required to search inmates taken directly from the court to the Detention Center for processing.
- Records mileage and information relating to the use of assigned county vehicles.
- Performs related work as required.

SUPERVISION EXERCISED:

None

DESIRABLE KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the following:
 - Principles and practices of legal process as related to laws, rules, regulations, policies, and procedures associated with civil process.
 - Modern practices, methods, and equipment used in the security of courtrooms and courthouses.
 - Court documents pertaining to civil process.
 - Concepts, principles, and practices relating to court security and legal process operations.
 - Record keeping procedures (reports, files, discipline, etc.).
- Ability to do the following:
 - Establish and maintain effective working relationships with other employees and the public. Public contact is frequent.
 - Prepare detailed technical and evaluative reports.
 - Visually inspect employees, personal equipment, and operations for compliance with policies and standard operating procedures relating to the duties and responsibilities of the Court Services Function.
 - Read and interpret applicable rules, regulations, policies and procedures.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
- Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- Graduation from high school, or equivalent, preferably with one (1) year experience in court administration or law enforcement; or, any equivalent combination of education and experience that provides the required knowledge, skills, and abilities.
- Must possess a valid Tennessee Driver's License.

COURT SERVICES CLERK

REPORTS TO:

Deputy Chief of Support Operations

NATURE OF WORK:

Performs responsible and specialized administrative and clerical duties relating to the court services responsibilities of the Sheriff's Office. The employee in this position serves as a lead worker and assists the Court Services Captain and other Court Services employees in a variety of complex and confidential administrative, records, and standard operating policies and procedures that require knowledge of Sheriff's Office policies and procedures sufficient to interpret and communicate these to others. The incumbent plans and carries out own assignments under general supervision of the Court Services Captain and may provide assistance and direction to less knowledgeable employees.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment associated with administrative and financial management such as a desktop computer, calculator, fax machine, and other office related equipment. The demands of the job may be mentally stressful and is conducted entirely indoors in a climate controlled environment.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination among Court Services staff and the Court Clerks Office. Requires interaction with all levels of personnel involved in the administrative and financial management of the Sheriff's Office.

External: Significant contact with the general public. The nature of the job is that most personal contacts are to give or exchange information, resolve problems, provide a service, and to negotiate or settle matters.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Performs coding, filing, and research associated with legal process records.
- Receives and answers mail relating to activities of the Court Services Function.
- Enters information relating to legal process into the data processing network.
- Maintains and enters information on warrants files.
- Coordinates with various courts on status of legal process.
- Corresponds with other agencies, attorneys, and others relating to legal process matters.
- Greets the public at the Legal Process Office window, responding to inquiries and providing direction as necessary.
- Fills in for Data Entry and Records Clerks as necessary.
- Performs related work as required.

SUPERVISION EXERCISED:

None

DESIRABLE KNOWLEDGE AND ABILITIES:

- Knowledge of the following:
 - English grammar, punctuation, and spelling.
 - Administrative practices and procedures.
 - Office automation and information technology in an administrative environment.
 - State and county laws, rules, and regulations relating to legal process and the court services responsibilities of the Sheriff's Office.
 - Functions of other governmental jurisdictions and authorities as they relate to the court services functions of the Sheriff's Office.

- Ability to do the following:
 - Establish and maintain effective working relationships with other Sheriff's Office and county employees and the public.
 - Learn, interpret, understand, apply, and communicate Sheriff's Office policies and procedures relating to court services responsibilities.
 - Prepare and effectively present oral and written information relating to the activities of the various duties and functions of the Court Services Function.
 - Make computations with speed and accuracy.
 - Keep and maintain complex records.
 - Assemble and organize data and to prepare reports from such data.
 - Exhibit tact, initiative, and good judgment.
 - Read and interpret written materials.

NECESSARY AND SPECIAL REQUIREMENTS:

Graduation from high school and three (3) years of related experience; or, any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

COURT SERVICES LIEUTENANT

REPORTS TO:

Deputy Chief of Support Operations

NATURE OF WORK

The Court Security Lieutenant is responsible for all operations of the Court Security Program and direct and supervises all security and safety programs for the Blount County Justice Center and Courthouse. Supervisor typically work a 40-hour week, but may be required to be on duty some evenings, weekend, or holidays if need arises. The Blount County Sheriff operates a Court Security Program to maintain a safe environment for judges, employees, and all other having business in the Blount County Justice Center and Courthouse.

EQUIPMENT/JOB LOCATION:

This employee may be required to operate a variety of equipment including firearms, radio and communications equipment, and other equipment associated with law enforcement. The demands of this position can be mentally stressful and the employee will work primarily indoors in a climate controlled environment, although in some cases may be required to work outdoors, with the possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to operations for the Justice Center and Courthouse Security Function and with the Court Services Function. The nature of the work requires that employees support each other for personal and public safety reasons and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Plans and organizes the operation of the Court Security Function ensuring sufficient personnel are present to effectively provide security for the Justice Center, Courthouse, and to courtrooms located in the Justice Center and Courthouse.
- Directs the activities of Court Security personnel in accordance with established policies and procedures.
- Conducts periodic staff meetings to discuss the current level of operations, changes in policies and procedures, concerns of the command staff relating to Court Security Function operations, and to pass on and share critical information.

- Interprets new laws and court decisions that affect Court Security Function operations ensuring that assigned personnel are made aware of the changes and the impact on operations.
- Ensures that all legal service is conducted in compliance with policies and procedures and in coordination with the courts and the law.
- Inspects Court Security Function equipment, personnel, and operations on a frequent basis observing the level of safety, proficiency, and operational integrity.
- Coordinates the management and control of juries involved in cases before the courts.
- Reviews or calls for additional investigation of all complaints against Justice Center Security Officers and Warrant Officers, reports of employee misconduct, and unusual incidents reported by employees or the public.
- Keeps records and prepares reports as directed by policies and procedures.
- Manages the work performance of Court Security Function personnel, taking necessary steps to improve employee performance in cooperation and coordination with the command staff and in accordance with Sheriff's Office policies and procedures.
- Coordinates formal and in-service training programs for Court Security Function personnel as coordinated by the Training Function.
- May testify in court and legal proceedings.
- Maintains assigned personal equipment.
- Stays familiar with the duties and responsibilities of all Court Security Function employees.
- Performs related work as required.

SUPERVISION EXERCISED:

Directly supervises all operations of the Court Security Unit.

DESIRABLE KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the following:
 - Principles and practices of legal process as related to laws, rules, regulations, policies, and procedures associated with civil and criminal process.
 - Modern practices, methods, and equipment used in the security of courtrooms and courthouses including, but not limited to, supervisory techniques, training subordinate staff, assigning and reviewing work of subordinates, conducting performance evaluations, and handling disciplinary actions.
 - Court documents pertaining to civil and criminal process.
 - Concepts, principles, and practices relating to court security and legal process operations.
 - Record keeping procedures (reports, files, discipline, etc.).
 - Standards by which the quality of court security and civil and criminal process are evaluated, and the use of reports and records and their application to the administration and solution of problems relating to court security and to legal process.
 - Functions of other governmental jurisdictions and authorities as they relate to court security.

- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Plan, organize, direct, and evaluate the work of subordinates performing a variety of law enforcement, court security, and legal process operations and functions.
 - Prepare detailed technical and evaluative reports.
 - Visually inspect employees, personal equipment, and operations for compliance with policies and standard operating procedures relating to the duties and responsibilities of the Court Security Function.
 - Read and interpret applicable rules, regulations, policies and procedures.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.

- Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, restraints, and security devices.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- At least two (2) years experience as Supervisor with the Blount County Sheriff's Office, preferably supplemented by advanced training in public safety supervision.
- Must be certified under P.O.S.T. requirements as established in the Tennessee Codes Annotated.
- Must possess a Tennessee Driver's License.

CRIMINAL WARRANTS OFFICER

REPORTS TO:

Deputy Chief of Support Operations

NATURE OF WORK:

Performs a variety of duties associated with legal process including the service of criminal as well as civil legal process as directed by the courts as well as occasionally performing duties related to court and Justice Center security. An employee in this classification is responsible for primarily criminal process, but may serve civil process as directed, or may be assigned to security details associated with the courts or the Justice Center that may include the escorting of inmates to and from the Detention Center, or to screening visitors to the Justice Center. Work is performed based on standard operating procedures and under the general supervision of the Court Services Captain or other designated supervisor who reviews the results of the assignments and may provide specific instructions and assistance when special problems or events occur.

EQUIPMENT/JOB LOCATION:

This employee may be required to operate a variety of equipment including firearms, radio and communications equipment, and other equipment associated with law enforcement. The demands of this position can be mentally stressful and the employee will work outdoors when serving process, but work is generally performed indoors in a climate controlled environment with the possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to operations of the Court Services Function and with other Justice Center Security Officers, Civil and Criminal Warrant Officers, and legal process clerical personnel as well as interaction with the Patrol Function, the Corrections Function, and judges and their Court Clerks and staff. The nature of the work requires that employees support each other for personal and public safety reasons and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Serves primarily criminal process papers (although this position may serve civil process papers as directed) and properly executes and returns them to the Court Services Clerk.

- May inspect and monitor courtrooms and/or the Justice Center to maintain security.
- May escort inmates to and from the Detention Center for court.
- May operate a metal detector scanner to ensure that no person enters the Justice Center or the old courthouse (Juvenile Court) with any article that is in violation of any rules and regulations necessary for security.
- May be required to search inmates taken directly from the court to the Detention Center for processing.
- Records mileage and information relating to the use of assigned county vehicles.
- Performs related work as required.

SUPERVISION EXERCISED:

None

DESIRABLE KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the following:
 - Principles and practices of legal process as related to laws, rules, regulations, policies, and procedures associated with criminal and civil process.
 - Modern practices, methods, and equipment used in the security of courtrooms and courthouses.
 - Court documents pertaining to criminal and civil process.
 - Concepts, principles, and practices relating to court security and legal process operations.
 - Record keeping procedures (reports, files, discipline, etc.).
- Ability to do the following:
 - Establish and maintain effective working relationships with other employees and the public. Public contact is frequent.
 - Prepare detailed technical and evaluative reports.
 - Visually inspect employees, personal equipment, and operations for compliance with policies and standard operating procedures relating to the duties and responsibilities of the Court Services Function.
 - Read and interpret applicable rules, regulations, policies and procedures.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
- Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- Graduation from high school, or equivalent, and be at least 21 years old, and be certified in compliance with P.O.S.T. Commission requirements as established in the Tennessee Code Annotated.
- Must possess a valid Tennessee Driver's License.

FACILITY SECURITY SPECIALIST

REPORTS TO:

Corrections Shift Supervisor

NATURE OF WORK:

Employees in this position are responsible for the care and proper functioning of security and safety equipment located within the Adult Detention Center. Employees in this position are expected to perform his or her duties according to state and federal laws and the policies and procedures of the Adult or Juvenile Detention Center and the Blount County Sheriff's Office. Instructions are based on standardized guidelines although the employee may be frequently required to use independent judgment to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment that may include firearms (depending on job assignment and training), radio and communications equipment, computer systems, fingerprinting and imaging equipment, Sheriff's Office vehicles, and other equipment associated with corrections. The demands of this position can be stressful both mentally and physically, requiring running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects of up to 50 pounds. The employee will work primarily indoors in a climate-controlled environment with the possibility of being exposed to hazardous or extremely dangerous situations, and may work outdoors on perimeter tours and during supervision of litter collection crews.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to the supervision of inmates.

External: May have significant interaction with the general public. The nature of the contacts are to give or exchange information, resolve problems, provide service, negotiate or settle matters, and interrogate or obtain information. Often these public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Maintain and document safety and security equipment located within the Adult Detention Facility.
- Oversee incoming shipments and supplies
- Order and maintain cleaning supplies
- Assist in removal of Bio-Hazards
- Keep logs of maintenance problems, complaints and weekly and monthly inspections
- Intervene in and control acts of negative behavior and violence in order to maintain security and safety of inmates and staff by instructing inmates and/or by using physical force such as restraints or other devices as prescribed by policies

and procedures.

- Conduct regularly scheduled inspections and document the findings thereof.
- Operate Sheriff's Office vehicles in transporting inmates or conducting Adult or Juvenile Detention Center business including use of the litter crew vehicles.
- Write reports pertaining to occurrences and/or incidents, or disciplinary reports detailing incorrect inmate behavior or violation of facility rules and regulations as detailed in the Inmate Handbook and in compliance with Adult or Juvenile Detention Center policies and procedures.
- Brief supervisors and/or relief staff regarding occurrences and areas of concern to make them aware of a situation(s) or so they can take appropriate action.
- Operate communication devices such as two-way radios, telephones, etc., to convey information among personnel and to refer callers to appropriate persons or functions of the Sheriff's Office.
- Answer questions of inmates and visitors concerning rules, regulations, and procedures of the facility.
- Provide basic first-aid and life saving services, including CPR
- Performs related work as required.

SUPERVISION EXERCISED:

No other Adult or Juvenile employees, but may supervise inmates.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

- Working knowledge of the following:
 - Plumbing and electrical general knowledge
 - Principles and tactics governing the use of force.
 - Concepts of security principles and practices.
 - Facility rules, regulations, policies, and procedures.
 - Court documents pertaining to condition of incarceration.
 - Record keeping procedures (logs, classification, rules infractions, etc.).
 - Functions of other governmental jurisdictions and authorities as they relate to corrections.
 - General functioning and repair of security equipment.
 - General functioning and repair of safety equipment.
- Ability to do the following:
 - Utilize specialist tools as needed as well as common tools.
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, inmates, other county, state, and federal authorities, and the public.
 - Identify problems before they jeopardize the safety of inmates, staff, and/or jurisdictional security.
 - Prepare detailed technical and evaluative reports.
 - Identify and interpret unusual or group behaviors and activities accurately.
 - Visually inspect areas for compliance with facility rules and regulations.
 - Read and interpret applicable rules, regulations, policies, and procedures.
 - Conduct body and area searches.
 - Visually inspect areas for compliance with facility rules and regulations.

- Ability to manage and supervise disruptive and non-disruptive inmates.
 - React quickly and calmly in stressful situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
- Skill to do the following:
 - Fix common electrical and mechanical and plumbing problems or arrange for repairs as needed.
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms (where position requires), restraints, and security devices related to corrections.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- Be at least 21 years of age and a high school graduate, or equivalent, preferably supplemented by some work experience.
- Must be certified under Tennessee Correctional Institute or Department of Children's Services rules and regulations as established in Tennessee Codes Annotated within the first year of employment.
- If duty post requires, certified under P.O.S.T. requirements as established in the Tennessee Codes Annotated.
- Possess a valid Tennessee Driver's License.

FOOD SERVICES STAFF

REPORTS TO:

Food Services Supervisor

NATURE OF WORK:

Responsible for executing the food services and laundry programs for the Detention Center. Under guidelines established by policies and procedures, this employee is expected to meet a variety of state and federal guidelines related to providing nutritional meals to inmates, and for managing the laundry operation for the Detention Center and the Blount County Juvenile Detention Center. Instructions to this employee are general but most of the aspects of the work follows standardized guidelines. The employee frequently uses independent judgment and will be required to refine existing work methods to complete required tasks.

EQUIPMENT/JOB LOCATION:

This employee will be required to operate and be knowledgeable of a variety of kitchen and laundry equipment required to meet duties and responsibilities. Matters related to facility security will be use of radio and communications equipment, key and utensil control, and the management of inmate workers in the kitchen and laundry areas. The demands of this position can be stressful both mentally and physically and may require bending, squatting, occasional lifting of light objects (up to 25 pounds), and standing and walking for considerable amount of time. Work is performed primarily indoors in a climate controlled environment with exposure to the typical hazards associated with food preparation, as well as the hazards associated with working in a correctional institution.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination with food service personnel relating to menu development and preparation as well as with medical staff relating to special diets and supervisors relating to serving of meals. Considerable interaction with inmate workers in directing their work. The nature of the work requires that employees support each other for personal safety and to effectively and efficiently perform their duties and responsibilities.

External: Public contact is associated with vendors and contractors providing food services and maintenance of kitchen and laundry equipment. The nature of the contacts are to coordinate services and to ensure that proper services are provided in a timely and efficient manner.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Directs food service inmates in the operation of the food services and laundry programs.
- Assists in ordering all stock (groceries, laundry supplies, paper products, cleaning supplies, etc.) for the food and laundry services, maintaining close inventory control.

- Responsible for the maintenance and care of all kitchen and laundry equipment.
- Assist in planning menus based upon dietary allowances reviewed annually by a registered dietician that ensures menus meet nationally recommended allowances for basic nutrition.
- Reviews all special dietary requirements with medical staff and ensures they are met.
- Assists in the preparation of specifications and the purchasing processes for the purchase of food, laundry and kitchen supplies, paper products, and cleaning supplies.
- Ensures that kitchen and laundry are kept clean and sanitary.
- Handles grievances filed by inmates concerning food services.
- Prepares special holiday meals, or special meals requested by the Sheriff or Chief Deputy.
- Performs related work as required.

SUPERVISION EXERCISED:

Directly supervises all food service and laundry inmates in the Detention Center,.

DESIRABLE KNOWLEDGE AND ABILITIES:

- Knowledge of the following:
 - Principles and practices of institutional food services associated with a corrections facility.
 - Equipment and techniques associated with institutional food and laundry services.
 - Menu planning in conjunction with federal and state nutrition guidelines associated with corrections institutions.
 - Security concepts, principles, and practices.
 - Purchasing policies and procedures associated with institutional food and laundry operations in a public facility.
 - Record keeping procedures (logs, records, etc.) associated with food and laundry services in a corrections environment.

- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, inmates representing varied ethnic and cultural backgrounds, corrections employees, and the public associated with providing services to the Detention Center.
 - Plan, organize, direct, and evaluate the work of subordinates and inmates providing food and laundry services.
 - Prepare detailed reports relating to food and laundry services.
 - Conduct effective performance evaluations of employees.
 - Visually inspect areas for compliance with facility rules and regulations.
 - Read and interpret applicable rules, regulation, policies, and procedures associated with food and laundry services.
 - React quickly and calmly in emergency situations and to determine proper courses of action.

- Skill to do the following:
 - Reading, understanding, and following instructions and directions.
 - Operate supplied computer systems.
 - Safely utilize kitchen and laundry equipment.
 - Oral and written communications.
 - Operation of communication equipment.
 - Manage aggressive behavior and conflict resolution.
 - Operate a variety of kitchen tools and equipment associated with institutional food and laundry services.

NECESSARY AND SPECIAL REQUIREMENTS:

Graduation from high school, or equivalent, supplemented by experience in food management, preferably in an institutional setting (school, another correctional facility, other public facility).

FOOD SERVICES SUPERVISOR

REPORTS TO:

Detention Center Administrator (Corrections Captain)

NATURE OF WORK:

Responsible for managing the food services and laundry programs for the Detention Center. Under guidelines established by policies and procedures, this employee is expected to meet a variety of state and federal guidelines related to providing nutritional meals to inmates, and for managing the laundry operation for the Detention Center and the Blount County Juvenile Detention Center. Instructions to this employee are general but most of the aspects of the work follows standardized guidelines. The employee frequently uses independent judgment and will be required to refine existing work methods to complete required tasks.

EQUIPMENT/JOB LOCATION

This employee will be required to operate and be knowledgeable of a variety of kitchen and laundry equipment required to meet duties and responsibilities. Matters related to facility security will be use of radio and communications equipment, key and utensil control, and the management of inmate workers in the kitchen and laundry areas. The demands of this position can be stressful both mentally and physically and may require bending, squatting, occasional lifting of light objects (up to 25 pounds), and standing and walking for considerable amount of time. Work is performed primarily indoors in a climate controlled environment with exposure to the typical hazards associated with food preparation, as well as the hazards associated with working in a correctional institution.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination with food service personnel relating to menu development and preparation as well as with medical staff relating to special diets and supervisors relating to serving of meals. Considerable interaction with inmate workers in directing their work. The nature of the work requires that employees support each other for personal safety and to effectively and efficiently perform their duties and responsibilities.

External: Public contact is associated with vendors and contractors providing food services and maintenance of kitchen and laundry equipment. The nature of the contacts are to coordinate services and to ensure that proper services are provided in a timely and efficient manner.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Plans and organizes the operation of the food services and laundry functions for the Blount County Detention Center, ensuring that sufficient personnel are available to prepare and distribute meals and other food related services, as well as laundry services, and that sufficient food and related supplies are available to effectively and efficiently provide food and laundry services.

- Directs food service employees as well as inmates in the operation of the food services and laundry programs.
- Orders all stock (groceries, laundry supplies, paper products, cleaning supplies, etc.) for the food and laundry services, maintaining close inventory control.
- Responsible for the maintenance and care of all kitchen and laundry equipment.
- Plan menus based upon dietary allowances reviewed annually by a registered dietician that ensures menus meet nationally recommended allowances for basic nutrition.
- Reviews all special dietary requirements with medical staff and ensures they are met.
- Assists in the preparation of specifications and the purchasing processes for the purchase of food, laundry and kitchen supplies, paper products, and cleaning supplies.
- Handles grievances filed by inmates concerning food services.
- Prepares special holiday meals, or special meals requested by the Sheriff or Chief Deputy.
- Attends at least 24 hours of management training annually.
- Performs related work as required.

SUPERVISION EXERCISED:

Directly supervises all food service and laundry activities in the Detention Center, including supervision of civilian full and part time food service personnel and inmates assigned to work in the kitchen and laundry areas.

DESIRABLE KNOWLEDGE AND ABILITIES:

- Knowledge of the following:
 - Principles and practices of institutional food services associated with a corrections facility.
 - Equipment and techniques associated with institutional food and laundry services.
 - Menu planning in conjunction with federal and state nutrition guidelines associated with corrections institutions.
 - Security concepts, principles, and practices.
 - Purchasing policies and procedures associated with institutional food and laundry operations in a public facility.
 - Record keeping procedures (logs, records, etc.) associated with food and laundry services in a corrections environment and as dictated by ACA Standards.
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, inmates representing varied ethnic and cultural backgrounds, corrections employees, and the public associated with providing services to the Detention Center.
 - Plan, organize, direct, and evaluate the work of subordinates and inmates providing food and laundry services.
 - Prepare detailed reports relating to food and laundry services.

- Conduct effective performance evaluations of employees.
 - Visually inspect areas for compliance with facility rules and regulations.
 - Read and interpret applicable rules, regulation, policies, and procedures associated with food and laundry services.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
- Skill to do the following:
 - Reading, understanding, and following instructions and directions.
 - Oral and written communications.
 - Operation of communication equipment.
 - Manage aggressive behavior and conflict resolution.
 - Operate a variety of kitchen tools and equipment associated with institutional food and laundry services.

NECESSARY AND SPECIAL REQUIREMENTS:

Graduation from high school, or equivalent, supplemented by experience in food management, preferably in an institutional setting (school, another correctional facility, other public facility).

INMATE CLASSIFICATION OFFICER

REPORTS TO:

Corrections Shift Supervisor

NATURE OF WORK:

Employees in this position are responsible for the proper placement of inmates within the Adult Detention Center. Employees in this position are expected to perform his or her duties according to state and federal laws and the policies and procedures of the Adult or Juvenile Detention Center and the Blount County Sheriff's Office. Instructions are based on standardized guidelines although the employee may be frequently required to use independent judgment to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment that may include firearms (depending on job assignment and training), radio and communications equipment, fingerprinting and imaging equipment, Sheriff's Office vehicles, and other equipment associated with corrections. The demands of this position can be stressful both mentally and physically, requiring running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects of up to 50 pounds. The employee will work primarily indoors in a climate-controlled environment with the possibility of being exposed to hazardous or extremely dangerous situations, and may work outdoors on perimeter tours and during supervision of litter collection crews.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to the supervision of inmates.

External: May have significant interaction with the general public. The nature of the contacts are to give or exchange information, resolve problems, provide service, negotiate or settle matters, and interrogate or obtain information. Often these public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Maintain and document assigned housing and security assignments of inmates within the Adult Detention Facility.
- Intervene in and control acts of negative behavior and violence in order to maintain security and safety of inmates and staff by instructing inmates and/or by using physical force such as restraints or other devices as prescribed by policies and procedures.
- Conduct regular interviews of newly admitted inmates in regards to proper placement within the facility.
- Assist in gathering Security Threat Groups (gang) information.
- Operate Sheriff's Office vehicles in transporting inmates or conducting Adult or

- Juvenile Detention Center business including use of the litter crew vehicles.
- Write reports pertaining to occurrences and/or incidents, or disciplinary reports detailing incorrect inmate behavior or violation of facility rules and regulations as detailed in the Inmate Handbook and in compliance with Adult or Juvenile Detention Center policies and procedures.
- Brief supervisors and/or relief staff regarding occurrences and areas of concern to make them aware of a situation(s) or so they can take appropriate action.
- Operate communication devices such as two-way radios, telephones, etc., to convey information among personnel and to refer callers to appropriate persons or functions of the Sheriff's Office.
- Answer questions of inmates and visitors concerning rules, regulations, and procedures of the facility.
- Provide basic first-aid and life saving services, including CPR
- Performs related work as required.

SUPERVISION EXERCISED:

No other Adult or Juvenile employees, but may supervise inmates.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

- Working knowledge of the following:
 - Principles and tactics governing the use of force.
 - Concepts of security principles and practices.
 - Facility rules, regulations, policies, and procedures.
 - Court documents pertaining to condition of incarceration.
 - Record keeping procedures (logs, classification, rules infractions, etc.).
 - Functions of other governmental jurisdictions and authorities as they relate to corrections.
 - General classification practices
 - NCIC operations.
 - Ability to contact other agencies, jurisdictions and other to confirm Criminal Histories.
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, inmates, other county, state, and federal authorities, and the public.
 - Identify problems before they jeopardize the safety of inmates, staff, and/or jurisdictional security.
 - Prepare detailed technical and evaluative reports.
 - Identify and interpret unusual or group behaviors and activities accurately.
 - Visually inspect areas for compliance with facility rules and regulations.
 - Read and interpret applicable rules, regulations, policies, and procedures.
 - Conduct body and area searches.
 - Visually inspect areas for compliance with facility rules and regulations.
 - Ability to manage and supervise disruptive and non-disruptive inmates.
 - React quickly and calmly in stressful situations and to determine proper courses of action.

- Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
- Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms (where position requires), restraints, and security devices related to corrections.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- Be at least 21 years of age and a high school graduate, or equivalent, preferably supplemented by some work experience.
- Must be certified under Tennessee Correctional Institute or Department of Children's Services rules and regulations as established in Tennessee Codes Annotated within the first year of employment.
- If duty post requires, certified under P.O.S.T. requirements as established in the Tennessee Codes Annotated.
- Possess a valid Tennessee Driver's License.

JUSTICE CENTER & COURTHOUSE SECURITY OFFICER

REPORTS TO:

Deputy Chief of Support Operations

NATURE OF WORK:

Performs a variety of duties associated with the security of courtrooms located in the Justice Center and the old courthouse as well as the Justice Center building and the old courthouse itself. An employee in this classification may be assigned to security details associated with the courts in the Justice Center or the old courthouse that may include the escorting of inmates to and from the Detention Center, or to screening visitors to the Justice Center or the Juvenile Court in the old courthouse. Work is performed based on standard operating procedures and under the general supervision of the Court Services Captain or other designated supervisor who reviews the results of the assignments and may provide specific instructions and assistance when special problems or events occur.

EQUIPMENT/JOB LOCATION:

This employee may be required to operate a variety of equipment including firearms, radio and communications equipment, and other equipment associated with law enforcement. The demands of this position can be mentally stressful and the employee will work generally indoors in a climate controlled environment with the possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to operations of the Court Services Function and with other Justice Center Security Officers, Civil and Criminal Warrant Officers, and legal process clerical personnel as well as interaction with judges and their Court Clerks and staff. The nature of the work requires that employees support each other for personal and public safety reasons and to effectively and efficiently perform their duties and responsibilities.

External: There is significant public contact and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Serves their assigned court as prescribed by law by providing the judge what he or she needs to effectively and efficiently manage activities in the courtroom.
- Inspects and monitors courtrooms in the Justice Center and the old courthouse to maintain security.
- Escorts inmates to and from the Detention Center for court.

- Operates a metal detector scanner to ensure that no person enters the Justice Center or the old courthouse (Juvenile Court) with any article that is in violation of any rules and regulations necessary for security.
- May be required to search inmates taken directly from the court to the Detention Center for processing.
- May be assigned to serve civil or criminal process.
- Performs related work as required.

SUPERVISION EXERCISED:

None

DESIRABLE KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the following:
 - Modern practices, methods, and equipment used in the security of courtrooms and courthouses.
 - Concepts, principles, and practices relating to court security operations.
 - Record keeping procedures (reports, files, discipline, etc.).
- Ability to do the following:
 - Establish and maintain effective working relationships with other employees and the public. Public contact is frequent.
 - Visually inspect employees, personal equipment, and operations for compliance with policies and standard operating procedures relating to the duties and responsibilities of the Court Services Function.
 - Read and interpret applicable rules, regulations, policies and procedures.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
- Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- Graduation from high school, or equivalent, and be at least 21 years old.
- Must possess a valid Tennessee Driver's License.

LITTER REMOVAL SUPERVISOR

REPORTS TO:

Corrections Captain

NATURE OF WORK:

Responsible for all activities relating to supervision of removal of litter from public areas of Blount County, as well as specially assigned tasks. The employee is frequently required to use independent judgment and may from time to time be required to refine existing work methods to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, radio and communications equipment, and emergency equipment, and other equipment associated with corrections. The demands of this position can be stressful both mentally and physically and may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work primarily in an outdoor environment with the possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: interaction and coordination relating to the supervision and operation of inmates assigned to a work crew.

External: There is significant public contact, the nature of which is that many personal contacts are to give or exchange information, resolve problems, provide service.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Supervises and directs inmate activities related to the removal of litter from public areas and roadways in Blount County.
- Supervises inmate in the preparation of pauper gravesites and the maintenance of the paper gravesite area.
- Prevents inmates from bringing contraband items into the Detention Facility.
- Prevents unauthorized activities by inmates assigned to the litter crew, such as visiting while on work detail, telephone usage etc.
- Monitor the safety of inmates while assigned to the work crew.
- Attend required training as scheduled.
- Performs the duties of a Corrections Officer as necessary.
- Performs other related duties as assigned.

SUPERVISION EXERCISED:

Directly supervises inmates assigned to the work detail

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Policies and Procedures of the Blount County Sheriff's Office.
 - Security concepts, principles, and practices.
 - Record keeping procedures (logs, classification, rules infractions, etc.).
 - Functions of other governmental jurisdictions and authorities as they relate to corrections.

- Ability to do the following:
 - Establish and maintain effective working relationships with , individuals of varied ethnic backgrounds, inmates, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Plan, organize, direct, and evaluate the work of inmates performing a variety of operations and functions.
 - Prepare detailed technical and evaluative reports.
 - Identify and interpret unusual or group behaviors and activities accurately.
 - Enforce compliance with facility rules and regulations.
 - Read and interpret applicable rules, regulations, policies and procedures.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.

- Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, restraints, and security devices.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- Must be certified under Tennessee Correctional Institute rules and regulations as established in Tennessee Codes Annotated.
- May be certified under P.O.S.T. requirements as established in the Tennessee Codes Annotated.
- Possess a valid Tennessee Driver's License.

MEDICAL STAFF

REPORTS TO:

Medical Unit Administrator

NATURE OF WORK:

Employees in this position are responsible for the medical care of inmates. Employees in this position are expected to perform his or her duties according to state and federal laws and the policies and procedures of the Adult or Juvenile Detention Center and the Blount County Sheriff's Office. Instructions are based on standardized guidelines although the employee may be frequently required to use independent judgment to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment such as radio and communications equipment, Sheriff's Office vehicles, EKG, Nebulizer, AED, Sphygmomanometer, Glucometer, Thermometer, Stethoscope and other equipment associated with corrections medical. The demands of this position can be stressful both mentally and physically, requiring running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects of up to 50 pounds. The employee will work primarily indoors in a climate-controlled environment with the possibility of being exposed to hazardous or extremely dangerous situations, and may work outdoors responding to emergencies on the grounds.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to the assessment and treatment of inmates. The nature of the work requires that employees support each other for personal and public safety, and to effectively and efficiently perform their duties and responsibilities.

External: Many employees may not have significant interaction with the general public. For those employees who have public contact, the nature of the contacts are to give or exchange information, resolve problems, provide service, negotiate or settle matters, and interrogate or obtain information. Often these public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Maintain inmate's health in a controlled humane environment, assisting in the distribution of medications in the various housing units.
- Medically certify inmates for work crews and details.
- Evaluate new inmates who have special or unusual medical conditions, brought into the facility by arresting officers, from other jurisdictions, from court, or who have turned themselves in as a result of court or other legal action.
- Maintain the proper use, control, and accountability of medical equipment, keys, and other equipment by following established policies and procedures in order to maintain the safety and security of the Adult or Juvenile Detention Center,

inmates, and staff.

- Operate Sheriff's Office vehicles in conducting Adult or Juvenile Detention Center business.
- Write reports pertaining to occurrences and/or incidents, or disciplinary reports detailing incorrect inmate behavior or violation of facility rules and regulations as detailed in the Inmate Handbook and in compliance with Adult or Juvenile Detention Center policies and procedures.
- Brief supervisors and/or relief staff regarding occurrences and areas of concern to make them aware of a situation(s) or so they can take appropriate action.
- Operate communication devices such as two-way radios, telephones, etc., to convey information among personnel and to refer callers to appropriate persons or functions of the Sheriff's Office.
- Answer questions of inmates and visitors concerning rules, regulations, and procedures of the medical facility.
- Provide basic and/or advanced first-aid and life saving services, including CPR
- Performs related work as required.
- Perform physical assessments, assist physician or nurse practitioner in exams, observe and chart vital signs, administer and chart medications and treatments as prescribed: processes sick call requests for medical treatment; assists with health assessment screenings and lab specimens document medical charts; document administered drugs and treatment according to protocols; prepares and dispenses medications: identifies and inventories medication brought in or delivered; inventories and stocks supplies and drugs for medication carts: provides direct patient care and performs procedures including administration of medication, injections, and provision of emergency medical care: stocks required supplies.

SUPERVISION EXERCISED:

No other Adult or Juvenile employees, but may supervise inmates.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

- Working knowledge of the following:
 - Medical protocols of the Blount County Sheriff's Medical Unit.
 - Concepts of security principles and practices.
 - Facility rules, regulations, policies, and procedures.
 - Record keeping procedures (logs, classification, rules infractions, etc.).
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, inmates, other county, state, and federal authorities, and the public.
 - Identify problems before they jeopardize the safety of inmates, staff, and/or jurisdictional security.
 - Prepare detailed technical and evaluative reports.
 - Identify and interpret unusual or group behaviors and activities accurately.
 - Read and interpret applicable rules, regulations, policies, and procedures.
 - Ability to manage disruptive and non-disruptive inmates.

- React quickly and calmly in stressful situations and to determine proper courses of action.
- Enforce rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
- Skill to do the following:
 - Operate the department computer system
 - Follow medical protocol
 - Draw blood
 - Make decisions
 - Triage
 - Manage aggressive behavior and conflict resolution.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- Be at least 18 years of age and a high school graduate, or equivalent, preferably supplemented by some work experience.
- Must be certified under the Tennessee Board of Nursing rules and regulations.
- Possess a valid Tennessee Driver's License.

MEDICAL UNIT ADMINISTRATOR

REPORTS TO:

Corrections Captain

NATURE OF WORK:

This position is responsible for the operations of the medical unit. The Medical Unit Administrator is expected to perform his or her duties according to state and federal laws and the policies and procedures of the Adult or Juvenile Detention Center and the Blount County Sheriff's Office. Instructions are based on standardized guidelines although the employee may be frequently required to use independent judgment to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment such as radio and communications equipment, Sheriff's Office vehicles, and other equipment associated with corrections medical. The demands of this position can be stressful both mentally and physically, requiring running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects of up to 50 pounds. The employee will work primarily indoors in a climate-controlled environment with the possibility of being exposed to hazardous or extremely dangerous situations, and may work outdoors responding to emergencies on the grounds.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination relating to the assessment and treatment of inmates. The nature of the work requires that employees support each other for personal and public safety, and to effectively and efficiently perform their duties and responsibilities.

External: Many employees may not have significant interaction with the general public. For those employees who have public contact, the nature of the contacts are to give or exchange information, resolve problems, provide service, negotiate or settle matters, and interrogate or obtain information. Often these public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Provide for the scheduling of medical staff to provide best possible coverage.
- Complete semi-annual evaluations of medical staff.
- Overall responsibility for medical supplies for the unit.
- Maintain inmate's health in a controlled humane environment, assisting in the distribution of medications in the various housing units.
- Medically certify inmates for work crews and details.
- Evaluate new inmates who have special or unusual medical conditions, brought into the facility by arresting officers, from other jurisdictions, from court, or who have turned themselves in as a result of court or other legal action.

- Maintain the proper use, control, and accountability of medical equipment, keys, and other equipment by following established policies and procedures in order to maintain the safety and security of the Adult or Juvenile Detention Center, inmates, and staff.
- Operate Sheriff's Office vehicles in conducting Adult or Juvenile Detention Center business.
- Write reports pertaining to occurrences and/or incidents, or disciplinary reports detailing incorrect inmate behavior or violation of facility rules and regulations as detailed in the Inmate Handbook and in compliance with Adult or Juvenile Detention Center policies and procedures.
- Brief supervisors and/or relief staff regarding occurrences and areas of concern to make them aware of a situation(s) or so they can take appropriate action.
- Operate communication devices such as two-way radios, telephones, etc., to convey information among personnel and to refer callers to appropriate persons or functions of the Sheriff's Office.
- Answer questions of inmates and visitors concerning rules, regulations, and procedures of the medical facility.
- Provide basic and/or advanced first-aid and life saving services, including CPR
- Performs related work as required.
- Perform physical assessments, assist physician in exams, observe and chart vital signs, administer and chart medications and treatments as prescribed: processes sick call requests for medical treatment; assists with health assessment screenings and lab specimens document medical charts; document administered drugs and treatment according to protocols; prepares and dispenses medications: identifies and inventories medication brought in or delivered; inventories and stocks supplies and drugs for medication carts: provides direct patient care and performs procedures including administration of medication, injections, and provision of emergency medical care: stocks required supplies.

SUPERVISION EXERCISED:

All staff assigned to medical, except for security officers.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

- Working knowledge of the following:
 - Medical protocols of the Blount County Sheriff's Medical Unit.
 - Concepts of security principles and practices.
 - Facility rules, regulations, policies, and procedures.
 - Record keeping procedures (logs, classification, rules infractions, etc.).
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, inmates, other county, state, and federal authorities, and the public.
 - Identify problems before they jeopardize the safety of inmates, staff, and/or jurisdictional security.
 - Prepare detailed technical and evaluative reports.

- Identify and interpret unusual or group behaviors and activities accurately.
 - Read and interpret applicable rules, regulations, policies, and procedures.
 - Ability to manage disruptive and non-disruptive inmates.
 - React quickly and calmly in stressful situations and to determine proper courses of action.
 - Enforce rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
- Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Operation of communication equipment.
 -

NECESSARY AND SPECIAL REQUIREMENTS:

- Be at least 18 years of age and a high school graduate, or equivalent, preferably supplemented by some work experience.
- Must be certified under the Tennessee Board of Nursing rules and regulations.
- Possess a valid Tennessee Driver's License.

DEPUTY CHIEF OF TRAINING

REPORTS TO:

Sheriff and Chief Deputy

NATURE OF WORK:

This position serves as a member of the command staff. . This position oversees the Training Unit which the primary function is to plan and coordinate all training that the Sheriff's Office employees undertake. This position insures that all certified Sheriff's officers maintain their certification through the Peace Officers Standards and Training (P.O.S.T) Commission and that personnel receive required professional development training. This position oversees all internal affairs investigations and insures all complaints are resolved in a timely manner. This position may initiate and/or monitor investigations initiated by the Sheriff's Office independently of outside complaints. This position works closely with all units within the Sheriff's office to insure all goals and objectives are accomplished. Work is performed independently under the general supervision of the Sheriff and Chief Deputy.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment associated with the administrative management such as a desktop computer, calculator, fax machine, and other office related equipment. The demands of the job may be mentally stressful and conducted indoors and outdoors.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination among command staff and those responsible for the administration of the functions under this employee's duties and responsibilities. Requires interaction with all levels of personnel as it relates to internal affairs, training and professional standards

External: Significant contact with the general public and other county departments. The nature of the job is that most personal contacts are to give or exchange information, resolve problems, provide a service, and to negotiate or settle matters.

EXAMPLES OF WORK: (The examples may not include all the duties which may be performed or required)

- Develops methods for review of manpower and staffing, budget development, records and records management procedures.
- Prepares unit's budget request and implements unit's budget.
- Works with the other units to establish training needs and training requirements and maintains all training records.

- Ensures that training is provided to all employees covering all aspects of law enforcement.
- Ensures all administrative complaints are investigated and brought to an appropriate conclusion.
- Maintains employee Personnel Early Warning System and works closely with each unit on disciplinary problems.
- Supervises record keeping and records maintenance in accordance with policies and procedures.
- Plans, organizes, and directs the work of a diverse training unit.
- Conducts independent research and analysis and prepares detailed reports, charts, and manuals on a variety of Sheriff's Office matters.
- Attends meetings relating to the operation of the Sheriff's office, provide training sessions, and provide information on and support for the Sheriff's Office programs and policies.
- Serves as a member of the command staff assuring adequate policy and procedural development of unit.
- Performs related work as required.

SUPERVISION EXERCISED:

Directly supervises the Sheriff's Office Training Unit and Internal Affairs Unit. Other supervision by order of the Chief Deputy or Sheriff.

DESIRABLE KNOWLEDGE AND ABILITIES:

- Knowledge of the following
 - Administrative practices and procedures.
 - State and county laws relating to the operation of the Sheriff's Office.
 - Functions of other governmental jurisdictions and authorities as they relate to the operations of the Sheriff's Office.
 - Training requirement as prescribed by the Peace Officers Standards and Training Commission.
 - Standards as prescribed by the Commission for Accreditation of Law Enforcement Agencies, Inc.
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, other county, state, and federal authorizes, and the public.
 - Plan, organize, direct, and evaluate the work of subordinates performing a variety of administrative and management operations and functions.
 - Prepare and effectively present oral and written information relating to the activities of the various duties and functions under the Deputy Chief of Training.
 - Exhibit tact, initiative, and good judgment.

NECESSARY AND SPECIAL REQUIREMENTS:

- Ten (10) years of experience in law enforcement, including (5) years in a supervisory position, supplemented by advanced training and /or course work at the collegiate level in subjects related to the management of public agencies; or, any equivalent combination of experience and training which provides the required knowledge, skills, and abilities. Bachelor's Degree preferred.
- Must be certified under P.O.S.T. rules and regulations as established in Tennessee Codes Annotated.
- Must possess a valid Tennessee Driver's license.

ACADEMY DIRECTOR

REPORTS TO:

Chief Deputy

NATURE OF WORK:

The Academy Director has the primary responsibility of coordinating and overseeing all aspects of law enforcement training provided by the Blount County Sheriff's Office. The Director oversees the recruiting for the Blount County Training Academy. The Director supervises all activity at the Blount County driving track and the firearms facility. This employee is responsible for planning, developing, and directing law enforcement activities for Blount County, and for the prevention of crime and the protection of life and property in Blount County.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, radio and communications equipment, and other equipment associated with law enforcement. The demands of this position can be stressful both mentally and physically. The employee will work primarily indoors in a climate controlled environment with the possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination among command staff and all functions of the Blount County Sheriff's Office. The position requires significant interaction with all levels of personnel involved in the operations of the Sheriff's Office.

External: There is significant contact with the general public and other law enforcement and criminal justice agencies. The nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Plans, directs, and exercises general supervision over the activities of the Training Function as well as other administrative matters as assigned.
- Formulates and enforces policies, procedures, rules, and regulations relating to the operation of the Training Function and Training Academy.
- In association with the Sheriff and Chief Deputy, makes personnel assignments within the Training Function.
- Reviews and reports all injuries to personnel that occurs during training to their Supervisor ensuring that policies and procedures are followed.
- Enforces disciplinary measures when necessary.

- Makes recommendations to the Chief Deputy for the appointment and promotion of employees in the Training Function.
- Ascertain that new and existing employees receive adequate training in their job responsibilities.
- Ensures through subordinates that records and files are properly maintained.
- Ensures overall cleanliness of all training facilities.
- Supervises the activities of all law enforcement training staff and guest instructors.
- Prepares written correspondence for the Sheriff and Chief Deputy concerning training.
- Prepares and maintains all reports, training curriculums and documentation regarding the law enforcement training function.
- Attends state and national conventions relating to the operation of the training function.
- Performs related work as required.
- Ensures compliance with all Tennessee Police Officers Standards and Training guidelines.

SUPERVISION EXERCISED:

Directly supervises the Assistant director all personnel assigned to the functions of the Training Academy.

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Thorough knowledge of all Police Officers Standards and Training (P.O.S.T.) guidelines.
 - State and county laws relating to the operation of the Blount County Sheriff's Office Training Academy.
 - Functions of other governmental jurisdictions and authorities as they relate to law enforcement.
 - Ability to assign and review the work of subordinate personnel.
 -
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, other county, state, and federal authorities, and the public.
 - Plan, organize, direct, and evaluate the work of subordinates performing a variety of public safety and criminal justice operations and training functions.
 - Prepare and effectively present oral and written information relating to the activities of the Training Function.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.

NECESSARY AND SPECIAL REQUIREMENTS:

- Must possess a valid Tennessee driver's license.
- Must be certified under P.O.S.T. rules and regulations as established in Tennessee Codes Annotated.

ADMINISTRATIVE ASSISTANT TO TRAINING

REPORTS TO:

Deputy Chief of Training

NATURE OF WORK:

Performs a variety of responsible administrative and clerical duties in support of the Office of Professional Standards Captain, as well as the administrative activities of the Sheriff's Office. The employee in this position is responsible for difficult, complex, and often confidential administrative and clerical activities as directed by the Office of Professional Standards Captain who will define the objectives, priorities, and deadlines of work, requiring the incumbent to use judgment in interpreting and adapting guidelines to specific projects or problems, planning and carrying out successive steps and resolving problems.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment associated with administrative management such as a desktop computer, calculator, fax machine, and other office related equipment. The demands of the job may be mentally stressful and is conducted entirely indoors in a climate controlled environment.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination among the command staff and all levels of the Sheriff's Office.

External: Considerable contact with the general public. The nature of the job is that most personal contacts are to give or exchange information, resolve problems, and to provide a service.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Types letters, reports, minutes, and a variety of material from rough draft, clear copy, notes, and other sources using a desktop computer and occasionally a typewriter.
- Sets appointments for interviews, meetings, and other matters relating to the Captain in Office of Professional Standards as directed.
- Proofreads figures, forms, memoranda, letters and/or reports for accuracy and grammar.
- Uses a desktop computer to input, retrieve, verify, and research information relating to the Sheriff's Office.
- Keeps and maintains training records.
- Performs related work as required.
- Assist in the hiring process relating to background investigations and maintaining correspondence with applicants.
- Serves as the Travel Coordinator for the Office of Professional Standards.
- Maintains training schedules prepared by the Training Supervisors.
- Assists the Accreditation Supervisor as needed.

SUPERVISION EXERCISED:

None

DESIRABLE KNOWLEDGE AND ABILITIES:

- Knowledge of the following:
 - English grammar, punctuation, and spelling.
 - Administrative practices and procedures related to Sheriff's Office activities such as forms, terminology, and records.
 - Office automation and information technology in an administrative and records environment.
 - Functions of other governmental jurisdictions and authorities as they relate to Sheriff's Office activities.

- Ability to do the following:
 - Establish and maintain effective working relationships with other Sheriff's Office and county employees, and the public.
 - Learn, interpret, understand, apply, and communicate Sheriff's Office policies and procedures relating to administrative management matters.
 - Prepare and effectively present oral and written information relating to the activities of the various duties and functions of the Sheriff's Office.
 - Keep and maintain complex records.
 - Assemble and organize data and to prepare reports from such data.
 - Exhibit tact, initiative, and good judgment.
 - Read and interpret written materials.

NECESSARY AND SPECIAL REQUIREMENTS:

Graduation from high school and three (3) years of related experience; or, any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

TRAINING CAPTAIN

REPORTS TO:

Deputy Chief of Training

NATURE OF WORK:

The Training Captain has the primary responsibility of coordinating and overseeing all aspects of law enforcement training provided by the Blount County Sheriff's Office. The Captain oversees the recruiting for the Blount County Training Academy. The Captain supervises all activities at the Blount County driving track and the firearms facility. This employee is responsible for planning, developing activities for Blount County, and for the prevention of crime and the protection of life and property in Blount County. The Training Captain's work is reviewed by the Deputy Chief of Training through observation of performance, personal inspection, compliance with policies and procedures, and the results of function activities.

EQUIPMENT/JOB LOCATION:

This employee may be required to operate a variety of equipment including firearms, radio and communications equipment, and other equipment associated with law enforcement. The demands of this position can be stressful both mentally and physically and may require some running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects, although the employee will primarily work indoors in a climate controlled environment with the possibility of being exposed to hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination among command staff and all functions of the Blount County Sheriff's Office, Training Function and clerical personnel. The nature of the work requires that employees support each other for personal and public safety reasons and to effectively and efficiently perform their duties and responsibilities. Training Captain reports to the Deputy Chief of Training for Training related matters. The position requires significant interaction with all levels of personnel involved in the operations of the Sheriff's Office.

External: There is significant public contact and the nature of the job is that many personal contacts are to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate or to obtain information. Often the public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable requiring considerable judgment to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Plans and organizes the operation of the Training Function ensuring sufficient personnel are present to effectively provide investigative services including the preparation of work schedules and input into daily activities.
- Directs the activities of Training supervisors in accordance with established policies and procedures.
- Conducts periodic staff meetings to discuss the current level of operations, changes in policies and procedures, concerns of the command staff relating to the Training operations, and to pass on and share critical information.
- Interprets new laws and court decisions that affect Training operations ensuring that Training supervisors and Training Officers are made aware of the changes and the impact on operations.
- Ensures that cases and other details assigned to Training are conducted in compliance with policies and procedures and in coordination with the command staff and the Patrol Function.
- Inspects equipment, personnel, and operations on a frequent basis observing the level of safety, proficiency, and operational integrity.
- Responds to major emergency situations as requested in accordance with policies and procedures and directives from the Sheriff or Chief Deputy.
- Reviews or calls for additional investigation of all complaints against the Training Function, reports of employee misconduct, and unusual incidents reported by employees or the public.
- Keeps records and prepares reports as directed by policies and procedures.
- Manages the work performance of Training personnel, taking necessary steps to improve employee performance in cooperation and coordination with supervisors and in accordance with Sheriff's Office policies and procedures.
- Cooperates with municipal, state, and federal Officers as required.
- Coordinates formal and in-service training programs for all personnel.
- May testify in court and legal proceedings.
- Maintains assigned personal equipment.
- Stays familiar with the duties and responsibilities of all Criminal Investigations employees.
- Performs related work as required.

SUPERVISION EXERCISED:

Directly supervises all operations of the Training Unit

DESIRABLE KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the following:
 - Principles and practices of modern law enforcement and public safety organization as they relate to training including related rules, regulations, policies, and procedures.
 - Modern criminal justice and law enforcement practices, methods, and equipment used in Training including, but not limited to, supervisory

techniques, training subordinate staff, assigning and reviewing work of subordinates, conducting performance evaluations, and handling disciplinary actions.

- Court documents pertaining to law enforcement operations with specific emphasis on investigations.
 - Public safety concepts, principles, and practices relating to law enforcement operations.
 - Record keeping procedures (reports, files, discipline, etc.).
 - Standards by which the quality of investigative services are evaluated and the use of reports and records and their application to the administration and solution of criminal investigations.
 -
- Ability to do the following:
 - Establish and maintain effective working relationships with subordinates, individuals of varied ethnic backgrounds, other county, state, and federal authorities, and the public. Public contact is frequent.
 - Plan, organize, direct, and evaluate the work of subordinates when performing a variety of law enforcement training.
 - Prepare detailed technical and evaluative reports.
 - Visually inspect employees, personal equipment, and operations for compliance with policies and procedures relating to investigations.
 - Read and interpret applicable rules, regulations, policies and procedures.
 - React quickly and calmly in emergency situations and to determine proper courses of action.
 - Enforce laws, rules, regulations, policies, and procedures firmly, tactfully, and with respect for the rights of others.
 - Skill to do the following:
 - Manage aggressive behavior and conflict resolution.
 - Unarmed self-defense techniques.
 - Reading, understanding, and following instruction.
 - Oral and written communications.
 - Use of firearms, restraints, and security devices.
 - Operation of communication equipment.

NECESSARY AND SPECIAL REQUIREMENTS:

- At least five (5) years experience as a supervisor in a law enforcement organization, three (3) years of such experience being with the Blount County Sheriff's Office.
- Must be certified under P.O.S.T. requirements as established in the Tennessee Codes Annotated.
- Must possess a valid Tennessee Driver's License.

TRAINING SUPERVISOR

REPORTS TO:

Deputy Chief of Training

NATURE OF WORK:

Responsible for coordinating law enforcement and corrections training activities for the Sheriff's Office under the direct supervision of the Chief Deputy. The employee in this position is expected to perform his or her duties according to state laws and the policies and procedures of the Sheriff's Office. Instructions to this employee are somewhat general but many aspects of the work follow standardized guidelines. However, the employee is frequently required to use independent judgment and may from time to time be required to refine existing work methods to complete tasks.

EQUIPMENT/JOB LOCATION:

This employee will operate a variety of equipment including firearms, radio and communications equipment, police vehicles, radar, computer, fingerprinting and emergency equipment. The demands of this position can be stressful both mentally and physically, which may require running, jumping, bending, climbing, crawling, squatting, lifting, and carrying heavy objects. The employee will work both indoors and outdoors with the possibility of being exposed to adverse weather conditions and hazardous or extremely dangerous situations.

WORKING RELATIONSHIPS:

Internal: Significant interaction and coordination of training activities among all Sheriff's Office employees relating to operations within the Sheriff's Office, requiring significant communications with the command staff as well as employees.

External: There is public contact through training activities mainly in coordinating with other agencies in coordinating and developing training programs and activities. The nature of the job is to train employees in the many contacts Sheriff's Office employees must make with the public to give or exchange information, resolve problems, provide service, to negotiate or settle matters, and to interrogate to obtain information, with the realization that many public contacts are skeptical, uncooperative, hostile, frightened, or emotionally unstable, requiring considerable judgment in the use of force to control certain situations.

EXAMPLES OF WORK: (The examples may not include all of the duties which may be performed or required)

- Plans, organizes, directs, and provides supervision of a variety of training programs and activities for the patrol, traffic, criminal investigation, corrections, and records operations of the Sheriff's Office as assigned by the Chief Deputy and as required by state law and policies and procedures.
- May supervise and direct the training of the SWAT team as stipulated in Sheriff's

Office policies and procedures.

- May serve as a patrol deputy or patrol supervisor to maintain proficiency in law enforcement work.
- Reviews Sheriff's Office activities and interviews employees, supervisors, and command staff to determine training and career development needs.
- Keeps records and prepares reports.
- Appraises work of personnel and working conditions, taking necessary steps to improve law enforcement and corrections operations in cooperation and coordination with the command staff.
- Coordinates, directs, and/or performs formal and in-service training programs for personnel as directed in compliance with P.O.S.T. Commission requirements.
- Maintains equipment used in Sheriff's Office training programs.
- Assists Sheriff's Office employees in career development activities and the development of individual training programs.
- Performs other related duties as assigned.

SUPERVISION EXERCISED:

Supervises those attending or participating in training operations, and may supervise the activities of patrol deputies either as a Shift Supervisor or as a supervisor on special operations.

DESIRABLE KNOWLEDGE AND ABILITIES

- Knowledge of the following:
 - Principles and practices of modern law enforcement and corrections organization and administration.
 - Modern law enforcement and corrections practices, methods, and equipment related to crime investigations, identification and preservation of physical evidence, effective patrol and traffic operations, corrections, records, and any other matter relating to the effective and efficient operation of the Sheriff's Office.
 - Standards by which the quality of law enforcement and corrections services are evaluated, and the use of records and their application to public safety administration and solution of law enforcement and corrections problems.
 - Functions of other governmental agencies as they relate to public safety coordination.
 - Geographic area of Blount County and the region.
 - State and federal laws and case law that affect the Sheriff's Office.
- Ability to do the following:
 - Establish and maintain effective working relationships with all members of the Sheriff's Office.
 - Plan, organize, and direct training related to law enforcement and corrections operations and functions.
 - Prepare and effectively present oral and written information relating to the training activities of the Sheriff's Office.
 - React quickly and calmly in emergency situations and to determine proper

course of action.

- Enforce laws firmly, tactfully, and with respect for the rights of others.
- Obtain and maintain instructor certifications as required.

NECESSARY AND SPECIAL REQUIREMENTS

- At least ten (10) years experience as a law enforcement officer, five (5) of which must have been as a deputy with the Blount County Sheriff's Office, and completion of advanced training in the areas of law enforcement and corrections training.
- Must possess a valid Tennessee driver's license.
- Must be P.O.S.T. certified (TCA 38-112-106).



Blount County Sheriff's Office

Human Resources Manual

Appendix 5



Recruitment Plan

The Sheriff's Office will identify and employ the best candidates available, not merely eliminate the least qualified. Emphasis on quality recruitment in full compliance with current law should yield benefits in terms of a lower rate of turnover, fewer disciplinary problems, higher morale, better community relations, and more efficient and effective services. The Chief Deputy, through the Deputy Chief of Administration (or designee), is responsible for recruiting activities through implementation of this Recruitment Plan.

Statement of Objectives

A. Equal Employment

The Sheriff's Office will strive to obtain the best-qualified applicants available for each opening as they occur without regard to sex, race, color, religion, national origin, age, disability, or other non-merit or non-job related factors.

1. Census data indicates that the population of Blount County is approximately 95% white, 4% black, and 1% Hispanic. The BCSO workforce reflects these statistics, although efforts need to be made to attract black and Hispanic employees in the future as their percentage of the county's population is expected to increase in the future.
2. A major problem facing the BCSO is the attraction of quality candidates to law enforcement and corrections positions. Our goal is to be 98% fully staffed.
3. To achieve this objective, the following will be accomplished:
 - a. Depicting women and minorities in criminal justice, corrections, and law enforcement employment roles in recruiting literature.
 - b. Conducting recruiting activities outside the Sheriff's Office jurisdiction when necessary to attract viable candidates.
 - c. Conducting periodic "career" or "informational" nights for a particular target group.
 - d. Contacting and encouraging community leaders of minority groups or other support groups of a targeted population, to assist in recruiting qualified applicants.
 - e. Placing employment adds in the Knoxville News Sentinel, the Daily Times, and in newspapers in the East Tennessee region.
 - f. The goal of the Sheriff's Office over the next 2 years will be to increase the percentage of females in the workforce to 30%, with at least 10 females

hired to work in law enforcement and corrections.

B. Preparation of Recruiting Material

1. A packet of information that includes a brochure that depicts women and minorities in employment roles, current information on pay and benefits, a clear understanding of the basic requirements for positions in law enforcement and corrections that include such information as applicants must:
 - a. Be at least 18 years of age (21 for a P.O.S.T., T.C.I., or D.C.S. certified position).
 - b. Be a citizen of the United States.
 - c. Not have been convicted of a felony or a misdemeanor involving “moral turpitude” (as the term is defined by law), and not have been released or discharged under any other than honorable conditions from any of the Armed Forces of the United States.
 - d. Have fingerprints on file with the Tennessee Bureau of Investigation.
 - e. Have passed a physical examination and drug test conducted by a licensed physician.
 - f. Have good moral character as determined by a thorough background investigation conducted by the Sheriff’s Office that includes a polygraph examination.
 - g. Hold a valid Tennessee motor vehicle operator’s license and be able to operate a motor vehicle with no mechanical adjustments to standard equipment.
 - h. Be free of all apparent mental disorders as described in the Diagnostic and Statistical Manual of Mental Disorders, Third Edition (DSM-11) of the American Psychiatric Association (for certified deputies and corrections officers). A qualified professional in the psychiatric or psychological fields must certify meeting these criteria.
2. The recruiting material should be placed in an attractive packet that may be carried by patrol deputies to distribute to those they meet who may be interested in a career with the BCSO. Employees would also carry these packets to conferences, seminars, and training exercises in other jurisdictions where they may be distributed to those who indicate an interest in working with BCSO.

Plan of Action

- A. Preparation of an advertisement for the Knoxville News-Sentinel and the Maryville Daily Times, as well as other newspapers in the East Tennessee region, which would be run at least 30 days prior to a scheduled cut-off date for an entry-level testing program. This advertisement must, at a minimum, cover the following topics:

1. A complete description of the duties, requisite skills, educational levels, and any other minimum requirements or qualifications.
 2. Include information that the BCSO is an equal opportunity employer. The Sheriff's Office will advertise diversity to target women and minorities.
 3. Make sure that the filing deadline is boldly presented, and that failure to file an application by the deadline will result in automatic disqualification for this round of testing, but would not disqualify an applicant from future testing.
- B. Announcements indicating that testing for entry level positions will include the information presented above, and will be posted at the following locations (this list may be amended at any time):
1. On the BCSO web page.
 2. On all bulletin boards throughout the Sheriff's Office, and on bulletin boards located throughout county government, including the school system, and the WATE News web site job board.
 3. Post on community bulletin boards throughout the community. A list of these sites should be developed and maintained.
- C. Development of a Speakers Bureau made up of interested BCSO employees who would be willing to make presentations to community groups and organizations such as churches, community service clubs, neighborhood groups, etc.
- D. The Deputy Chief of Administration, or designee, should contact local colleges and universities to work with their placement offices in an effort to attract graduates in criminal justice programs to employment with BCSO. The Deputy Chief of Administration will designate Sheriff's Office employees to attend local job fairs, safety fairs, and career days at high schools, colleges, and universities.
- E. Those employees who volunteer or are assigned to work in conjunction with implementation of the Recruitment Plan must undergo a training program that provides knowledge and skills in the following areas:
1. Clear understanding of the BCSO's recruitment needs and commitments to hiring.
 2. BCSO career opportunities, salaries, benefits, and training requirements.
 3. Federal and state employment guidelines.
 4. Demographics of Blount County including such information as population growth and projections, educational institutions and BCSO educational incentives, and cultural diversification of the county's population.
 5. Complete understanding of each step involved in the selection process from application through completion of the probationary period.
 6. Clear understanding of what would disqualify an applicant.

Evaluation of the Recruitment Plan

The Deputy Chief of Administration or designee, will evaluate the progress made toward attainment of the goals and objectives developed for recruiting activities at least

annually, and will use the results of this evaluation to revise and reissue the Recruitment Plan. This evaluation will include at least the following information:

- A. Measurement of recruitment activities against quantitative objectives.
- B. Analysis of the effectiveness or ineffectiveness of the Recruitment Plan.
- C. Recommendations for improvement, if any.

Review of job task analysis information to ensure that job announcements are in compliance with job duties and responsibilities as advertised

Appendix 6

Blount County Sheriff' s Office 940 East Lamar Alexander Parkway Maryville, TN 37804 865/273-5000	EMPLOYMENT APPLICATION
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GENERAL INFORMATION

The Blount County Sheriff' s Office is an equal opportunity employer and does not discriminate on the basis of race, sex, color, religion, national origin, age, disability, or veteran status in employment opportunities and benefits. Prior to completing this application for employment, read it thoroughly and be prepared to respond to every section as truthfully as possible. As you complete the application, please bear in mind the following:

- **The Sheriff' s Office reserves the right to check all information for accuracy and completeness.**
- **All applications for employment are a matter of public record.**
- **Applicants for POST, TCI, or DCS certified positions (deputy or corrections officer) must have reached his or her 21st birthday by the time testing for the position begins. All other applicants must be 18.**
- **If you need accommodation in order to complete this application, or any part of the selection process, please notify the Sheriff' s Office immediately upon presenting the application.**
- **A completed application is required. If an item requested does not apply to you, do not leave it blank. Write N/A in the space.**
- **Any misstatements, misrepresentations, or omissions by you will be cause for disqualification from employment consideration.**
- **PRINT all information so that it is legible – DO NOT TYPE.**

SELECTION PROCESS

Employment Application: This employment application is your entry into the selection process, and will be screened for suitability based on a variety of factors relating to the legal requirements for the position. Acceptance of the application moves an applicant to the Testing Phase of the selection process.

Testing Phase: The following elements constitute the Testing Phase:

- **Written Test:** Consists of a variety of multiple choice and true/false questions. The cut-off score is 75. Any score below 75 disqualifies an applicant from further consideration for this testing cycle. Applicants who fail to make the cut-off score are encouraged to re-apply when the next testing cycle is announced.
- **Physical Agility Test:** Those who pass the written test will be given a physical agility test. There is no pass/fail score for this test, but results will be used to evaluate your ability to pass the physical requirements of the law enforcement academy as well as to perform the physical rigors of a patrol deputy or corrections officer. You will be required to complete the agility course as best you can, and will be required to sign a waiver holding the Sheriff' s Officer harmless from any injury or illness sustained as a result of the test.
- **Pre-Polygraph Test:** The Sheriff' s Office polygraph operator will administer a questionnaire associated with the polygraph examination that is required if you are to be further considered for a position with the Sheriff' s Office. The questionnaire is designed to ensure that all applicants understand the polygraph test and its purpose in the selection process.
- **Eligibility List:** Those who have successfully completed the testing phase will be placed on an eligibility list. When an opening occurs, some on the list will be contacted to schedule an appearance before an Interview where you will be asked questions concerning your qualifications and interests in the vacant position applied for with the Sheriff' s Office.

Interview Phase: This phase includes an interview with the Chief Deputy, and is designed to give you an opportunity to express yourself verbally by answering a variety of questions. The Chief Deputy may or may not

Appendix 6

recommend that you move to the next phase in the selection process.

Contingent Offer of Employment: After the interview with the Chief Deputy, he will make his recommendations to the Sheriff who will make offers of employment contingent upon successful completion of the following:

- **Polygraph Examination:** You will be asked questions about your background based on the pre-polygraph questionnaire completed during the Testing Phase. The questions may be based on any of the following areas of inquiry: theft of money or merchandise from employers; commission of undetected crimes; falsification of the Employment Application; job terminations, suspensions, disciplinary actions; use of force or assaultive behavior; illicit drug use including distribution; bribes; job related alcohol use; falsification of official documents; financial history; fraud or deceit during the application process; or any matter from the Employment Application that may need clarification.
- **Comprehensive Background Investigation:** The background check is intended to further illuminate and illustrate the applicant's behavior, history, and personality.
- **Medical Examination and Psychological Evaluation:** Employment will be contingent upon a physical examination and a psychological evaluation to determine the applicant's fitness to perform required duties.
- **Training Phase:** Applicants chosen for certified sworn positions will be required to complete state mandated training, a Sheriff's Office orientation program, mandated on-the-job training, and a 12-month probation period within the first year of employment. During this time period, failure to meet any of the expectations of the position you were hired to fill may result in your dismissal.

PERSONAL INFORMATION

Name: _____ Date: _____
Last First Middle

Social Security Number: _____ Phone: _____ (Home)
_____ (Business)

Address: _____
Number Street

City State Zip Code

Position Desired: _____

Have you applied with the Sheriff's Office before? Yes ___ No ___. Have you been employed by the Sheriff's Office before? Yes ___ No ___. If so, when and in what capacity? _____

Do you have a legal right to work in the United States? Yes ___ No ___

Are you over the age of 21? Yes ___ No ___

Do you have any relatives and/or friends that are employed by the Blount County Sheriff's Office? Yes ___ No ___. If yes, who, and what is the relationship(s)? _____

Are you willing to work shift work including weekends, holidays, and overtime? Yes ___ No ___

Do you consent to the following: polygraph test, comprehensive background investigation, drug test, physical examination, and psychological evaluation? Yes ___ No ___

Have you ever taken a polygraph examination? Yes ___ No ___. If yes, what was the reason for the test?

Examining Organization: _____

Are there any incidents in your life that, if known, might disqualify you as an applicant, whether or not you were directly involved or might be discovered by subsequent investigation? Yes ___ No ___

Appendix 6

EDUCATION AND TRAINING

Do you have a high school diploma or have passed a GED? Yes ___ No ___ Date received:
 _____ If you answered yes, where did you graduate or receive your GED?

List below all colleges, universities, or other advanced training you have attended, including hours attended or degrees:

College/University/ Trade or Business School Attended	City and State	Degree Earned? If So, Type of Degree	Major Area(s) of Study

List other training received such as special courses, work training programs, armed forces training, etc.

List special qualifications and skills such as licenses, certifications, etc.

List any law enforcement or corrections-related volunteer or reserve service, including the name(s) of the agency(s) and dates of service.

Based on a review of the class description for the position for which you are applying, are you able to perform the essential functions of the job? (Please note that you may later be asked to demonstrate your ability to perform the essential functions)

___ Yes, but I will need reasonable accommodations in order to perform the essential functions.

___ Yes, and I will not need reasonable accommodations in order to perform the job.

Please describe any accommodations you will need in order to adequately perform the essential functions of the position:

List three (3) persons, other than relatives or former employers, who have knowledge of your character and/or abilities:

Name	Mailing Address	Years Known	Phone Number

Appendix 6

PRIOR EMPLOYMENT

List below all present and past employment information, beginning with your present or most recent employer, and work backwards.

Name and Address of Current or Most Recent Employer:	
Phone Number:	
Name of Supervisor: Your job title and responsibilities (briefly):	
Date Hired: Reason(s) for Leaving:	Date Left (if no longer employed):
Starting Salary:	Current or Last Salary:

Name and Address of Previous Employer:	
Phone Number:	
Name of Supervisor: Your job title and responsibilities (briefly):	
Date Hired: Reason(s) for Leaving:	Date Left:
Starting Salary:	Ending Salary:

Name and Address of Previous Employer:	
Phone Number:	
Name of Supervisor: Your job title and responsibilities (briefly):	
Date Hired: Reason(s) for Leaving:	Date Left:
Starting Salary:	Ending Salary:

Appendix 6

If you need more pages to complete this section, make a copy(s) of the next page and attach to application.

Name and Address of Previous Employer:	
Phone Number:	
Name of Supervisor: Your job title and responsibilities (briefly):	
Date Hired: Reason(s) for Leaving:	Date Left:
Starting Salary:	Ending Salary:

Name and Address of Previous Employer:	
Phone Number:	
Name of Supervisor: Your job title and responsibilities (briefly):	
Date Hired: Reason(s) for Leaving:	Date Left:
Starting Salary:	Ending Salary:

Name and Address of Previous Employer:	
Phone Number:	
Name of Supervisor: Your job title and responsibilities (briefly):	
Date Hired: Reason(s) for Leaving:	Date Left:
Starting Salary:	Ending Salary:

Appendix 6

CRIMINAL AND TRAFFIC INFORMATION

Complete the following for each criminal conviction (felony or misdemeanor, regardless of disposition) if applicable. Use supplemental pages if necessary.

Offense: _____ Misdeamenor ___ Felony ___
 Agency of Occurrence: _____
 Disposition (paid fine, plead guilty, found not guilty, found guilty, etc.): _____

Offense: _____ Misdeamenor ___ Felony ___
 Agency of Occurrence: _____
 Disposition (paid fine, plead guilty, found not guilty, found guilty, etc.): _____

Offense: _____ Misdeamenor ___ Felony ___
 Agency of Occurrence: _____
 Disposition (paid fine, plead guilty, found not guilty, found guilty, etc.): _____

Offense: _____ Misdeamenor ___ Felony ___
 Agency of Occurrence: _____
 Disposition (paid fine, plead guilty, found not guilty, found guilty, etc.): _____

Have you ever been placed on court ordered probation as an adult? Yes ___ No ___. If yes, please include details (include when, where, why):

Driver's license number: State: _____ Number: _____

Have you ever been denied issuance of a driver's license, or have you ever had a driver's license suspended or revoked? Yes ___ No ___. If yes, give date and reason:

Have you ever been involved as a driver in a motor vehicle accident? Yes ___ No ___. If yes, was a citation issued? Yes ___ No ___. If yes, to whom? _____. Violation? _____
 Date? _____. Injury or non-injury? _____

RESIDENCE INFORMATION

Please list all of your residences for the past 10 years, beginning with your current residence and working back.

Address of Residence	City, State, and Zip Code	Dates of Residence		If rented, give name and address of the person responsible for collecting rent
		From: Mon/Yr	To: Mon/Yr	

Appendix 6

FINANCIAL INFORMATION

Are you willing to submit to a credit check? Yes ___ No ___.

Have you ever been subject to a civil suit? Yes ___ No ___. If yes, please give details (include when, where, why):

The amount of indebtedness you may have in itself will not be used in evaluating your qualifications, but rather your behavior exhibited in meeting financial obligations.

MILITARY

Have you ever served in a regular component of the armed forces? Yes ___ No ___. If yes, what branch of service? _____ . Dates served: From _____ To _____. Type of Discharge: _____
Duties and skills obtained while serving in the military:

Were you subject to any demotion or other disciplinary action while in military service? Yes ___ No ___. If yes, please explain:

Please indicate your highest rank, any awards or commendations, special schools, etc.:

Are you a member of the Military Reserves or National Guard? Yes ___ No ___. If yes, which unit and its location:

IMPORTANT

I hereby affirm that the information provided on this application (and accompanying resume, if any) is true and complete to the best of my knowledge. I understand that falsified information or significant omissions may disqualify me and my application from further consideration for employment and may be considered justification for dismissal if discovered at a later date. All application materials, without exception, become the property of the Blount County Sheriff's Office.

Applicant Signature

Date

ADDITIONAL DOCUMENTATION

Applicants who pass the written phase and continue in the selection process will be required to provide the following documentation upon request (do not attach to this application, this is simply for your information):

- Certified copy of birth certificate
- Copy of Social Security Card
- Copy of valid driver's license
- Copy of high school diploma or GED certificate
- Official college transcript (if applicable)
- Copy of DD Form 214 (if applicable)
- Copy of any special license or certificate (if applicable)

ADDITIONAL INFORMATION

How did you find out about this job vacancy?

___ Friend ___ Blount County Sheriff's Office Web Page ___ Newspaper (which one? _____)

Appendix 6

___ Other (please specify)

<p>Blount County Sheriff' s Office</p> <p>940 East Lamar Alexander Parkway Maryville, TN 37804 865/273-5000</p>	<p>AUTHORIZATION TO RELEASE INFORMATION</p>
--	--

This Authorization to Release Information Form must be *notarized* and attached to the completed Employment Application before it can be processed. Read this form thoroughly before signing, and understand that it authorizes the Blount County Sheriff's Office to do a very thorough investigation into every aspect of your background, including your private life, to ensure that you meet the moral and ethical as well as the professional standards demanded of employment with the Sheriff's Office.

I, _____, have made application to the Blount County Sheriff's Office and am required to furnish satisfactory references, record of military service (if appropriate), present and former employers, and authority for a complete background investigation. I hereby authorize you, your agents, or employees to furnish employees of the Blount County Sheriff's Office a complete history of my employment or any other information you may have concerning my personal character, habits, ability, background, and juvenile and adult arrest records.

I also authorize you, your agents, or your employees to furnish the Blount County Sheriff's Office any and all information which may be privileged, and authorize (for applicants with a military background) the National Records Center in St. Louis, MO, or any other custodian of my military records, to release information or photocopies of them to the Blount County Sheriff's Office, including all records pertaining to drug or alcohol information or any undeleted DD Form 214 (Certificate of Release or Discharge from Active Duty) that has the reenlistment code (RE), the type and reason for discharge, and all disciplinary actions.

In consideration of your action in complying with this request, I hereby release you, your agents, and your employees from any liability for damages of any kind which may at any time result to me by reason of compliance with the above request, or any attempt to comply with the same, whether such damage be due to negligence or error on the part of you or any of your employees, or due to any other cause whatsoever.

Signed the ____ day of _____, 20__.

Applicant Authorizing Release

Applicant's Social Security Number

Subscribed before me the ____ day of _____, 20__.

Notary Public

My Commission expires: _____



Blount County Sheriff's Office

Human Resources Manual

Appendix 7



Agreement for Training Expense Reimbursement

I, _____, understand and agree that in consideration of my acceptance of employment and training from the Blount County Sheriff's Office that I will reimburse the County for all costs and expenses related to my employment subject to the following terms and conditions:

1. In the event I voluntarily resign from the Blount County Sheriff's Office during my initial probation period (at least one (1) year after date of employment), I agree to pay one hundred percent (100%) of the costs and expenses incurred by the Sheriff's Office, as determined by the Deputy Chief of Administration based on actual costs of training, equipment, and supplies expended in the training process.

2. In the event I voluntarily resign from the Blount County Sheriff's Office during the second year of my employment, I agree to pay fifty percent (50%) of the costs and expenses incurred by the Sheriff's Office, as determined by the Deputy Chief of Administration based on actual costs of training, equipment, and supplies expended in the training process.

3. In the event I voluntarily resign from the Blount County Sheriff's Office during the third year of my employment, I agree to pay twenty-five (25%) of the costs and expenses incurred by the Sheriff's Office, as determined by the Deputy Chief of Administration based on actual costs of training, equipment, and supplies expended in the training process.

I understand this agreement does not constitute an employment contract, and that this agreement does not grant me any rights or benefits from the Blount County Sheriff's Office, and does not require the Sheriff's Office to offer me a position of employment or change the status of my initial one (1) year probationary period. I understand that if I successfully complete a one (1) probationary period that this agreement does not alter or effect any other terms or conditions of my employment with the Sheriff's Office.

I understand that if it becomes necessary to enforce this contract and judgment is entered against me, I will pay all costs and expenses incurred by the Blount County Sheriff's Office including reasonable attorney fees.

Signed this _____ day of _____, 20 ____

Signature _____

Subscribed before me _____ day of _____, 20 ____

Notary Public _____

My Commission expires : _____



Blount County Sheriff's Office

Human Resources Manual

Appendix 8



Grievance Reporting Form

It is the policy of the Sheriff's Office to provide a procedure for the mutual adjustment of misunderstandings or disagreements that arise between and among employees and their supervisors, and to assure employees their problems and complaints are considered fairly, impartially, quickly, and without reprisal.

An employee, within 30 working days of an incident or occurrence that creates an alleged grievance, and after making an effort to resolve his or her grievance with their immediate supervisor, will notify their shift Lieutenant in writing of a grievance, with copies forwarded to their Captain, Deputy Chief, and the Chief Deputy. At a minimum, include the following information will be provided in the space provided below:

1. A written statement of the incident or occurrence which gives rise to the grievance and the facts upon which it is based.
2. A written statement of the remedy or adjustment sought.

Employee: _____ Date: _____



Blount County Sheriff's Office

Human Resources Manual

Appendix 9



Salary Plan

The Salary Plan is maintained in the office of the Deputy Chief of Administration and may be viewed by all employees upon request. It is also listed on the "R" Drive of the Sheriff's Office Computer Network under the name "Salary Plan."

Blount County Sheriff' Office Policies and Procedures Manual

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Blount County Sheriff's Office

Policies and Procedures Manual

INTRODUCTION

FOREWORD

These General Orders (GO's) are the result of the efforts of the employees of the Blount County Sheriff's Office, and is dedicated to the notion that a professional law enforcement organization must be guided by the rule of law and operated within the limits of clearly established rules, regulations, policies, and procedures. Each employee will be treated as an individual and allowed certain discretion, but all employees must understand the need for uniformly acceptable conduct.

The integrity of the Sheriff's Office rests on the actions of its employees. These GO's are guidelines to assist with the regulation of conduct and the procedural limitations on the job of the Sheriff's Office. The perception that the citizens of Blount County have of the Sheriff's Office depends on the competence and ethical conduct of all employees. These policies and procedures will help to ensure that the public's trust is well placed.

These rules, regulations, policies, and procedures are adopted in the interest of discipline and efficient law enforcement services, and are not intended to create higher standards as those imposed by law. However, they do indicate that the standards of professional behavior imposed on Sheriff's Office employees by these rules, regulations, policies, and procedures are among the highest expectations to be found among law enforcement anywhere.

These GO's are subject to being amended, revoked, or revised at any time as the needs of the Sheriff's Office may require.

James L. Berrong
Blount County Sheriff

EFFECTIVE DATE: November 1, 2002

MISSION STATEMENT

The men and women of the Blount County Sheriff's Office are committed to the protection of life and property among the citizens of the county, and are committed to providing law enforcement, corrections, and criminal justice services through a partnership with the community that builds trust, reduces crime, creates a safe environment, and enhances the quality of life.

The **MISSION** provides a big picture perspective of “who we are, what we do, and where we are headed.” It leaves no doubt about our long-term direction and where we intend to take the Sheriff's Office. Our **VALUES** will help us chart the course to the way we serve our citizens, allowing us to achieve new levels of effectiveness and teamwork.

In accomplishing this mission, we adhere to the following **VALUES**:

Integrity

The men and women of the Blount County Sheriff's Office foster the highest performance standards, ethical conduct, and truthfulness.

Service

The men and women of the Blount County Sheriff's Office are committed to quality service and are responsive to the needs of the citizens of our community through problem solving partnerships.

Respect

The men and women of the Blount County Sheriff's Office value the dignity of every individual who lives in our community, and promise to uphold the principles found in the Constitution of the United States and the laws of the State of Tennessee.

USER'S GUIDE

(Revised 05/20/08)

GENERAL

This manual provides employees of the Sheriff's Office with a readily accessible source of rules, regulations, and GO's that comply with standards established by the Commission on Accreditation of Law Enforcement Agencies (CALEA). The GO's presented here are intended to serve as a guide and framework within which decisions can be made. This manual is not, however, intended to cover every situation that may arise in the discharge of an employee's duties.

This manual is created under the authority of the Blount County Sheriff, and employees are required to become familiar with its contents. All new employees, during orientation, will receive a compact disc (CD) that includes the *BCSO Policies and Procedures Manual* as well as the *BCSO Human Resources Manual*. The new employee will receive training to ensure they understand the basics of this manual and its importance to operations. The entire, updated manual is entered in its entirety and can be found in three (3) locations.

1. On the Sheriff's Office Computer Network on the "R" Drive, double click on the icon "My Computer," then locate the icon for the "R" Drive and double click on it, then locate the icon "Policies and Procedures Manual" and double click on it, and then locate the icon "BCSO Manual" and double click on it. You will then be in the *Blount County Sheriff's Office Policies and Procedures Manual*, and although employees will not be able to change anything in the manual, employees can print or burn a CD copy of the manual or any section desired.
2. On the Blount County Sheriff's Office Intranet
3. In the Sheriff's Office Management System (SOMS) by locating one of the SOMS Windows that has an Info Center section, double click on "Info Center", then click on the "Help" drop down box located at the top of the page, and then click on "Department Policy/HR Manual".

CIVIL AND CRIMINAL LIABILITY

These GO's are for internal use only and are not intended to enlarge an employee's civil or criminal liability in any way. The directives contained within should not be construed as the creation of a higher standard of safety or care, in an evidentiary sense, with respect to third party claims. Violations of these directives, if proven, should only form the basis of a complaint by the Sheriff's Office, and then only in a non-judicial administrative setting.

REVISIONS

This manual is designed to be a constant work in progress, but will be reviewed at least annually.

Supervisors should review new or revised changes with employees at roll call training, weekly, and monthly staff meetings. New or revised changes involving high risk and liability situations may require additional review and training which will be coordinated and documented by a supervisor. Supervisors may also coordinate with the Training Unit to conduct and document such review and training as needed. Supervisors will be responsible for coordinating with an employee to make-up any missed review and or training relating to this manual to ensure compliance. Employees should notify their supervisor of any missed training or review of this manual.

All revisions and or new directives will be coordinated through The Accreditation Unit. The Accreditation Unit, with the authority of the Sheriff or his designee, will have the only authority to make changes or additions to the *BCSO Policies and Procedures Manual*.

CONSTRUCTIVE COMMENTS BY STAFF

Please notify the Accreditation Manager if any area of this manual needs correction or if there are suggestions or comments for future revisions. Any assistance is greatly appreciated.

STANDARD OPERATING PROCEDURES MANUAL

The first four chapters of the *Blount County Sheriff's Office Policies and Procedures Manual* are designed to provide Deputies with a quicker reference to the policies and procedures relating to their duties and responsibilities. All policies and procedures found in the *Manual* are essential to the operation of the Sheriff's Office. They relate to matters involving legal authority, use of force, use of weapons, training, search and seizure, arrest procedures, collection and preservation of evidence, records, communications, vehicle use, and any other policy and/or procedure relating to the day-to-day field operations of the Sheriff's Office. Employees involved in performing these policies and procedures ***MUST*** know them. ***There can be no exception.***

It is important to know where to find the information relating to administrative and non-emergency policies and procedures, and to comply with them, but there is no need for their instant recall. Grading the importance of policies and procedures on a need to know basis, frees employees from feeling they must know each and every policy and procedure that appears in the entire *Manual*, thereby focusing their attention on those critical to legal liabilities and the proper actions and reactions to critical incidents.

Law Enforcement Role and Authority

1.01 Limits of Authority

The United States Constitution guarantees every citizen of certain safeguards from government intrusion into their lives. Their safeguards have become the cornerstone for the application of criminal justice in America. Consequently these safeguards have placed limitations on the authority of law enforcement to enforce the laws of the nation, state, and county.

1.01.01 Legal Authority

- A. The Constitution of the State of Tennessee, Article VII, Section 1, creates the Office of Sheriff as an elected office and empowers the Sheriff to enforce laws of the State of Tennessee. The duties of the Sheriff are not outlined in the Constitution, but are specifically defined in *TCA 8-8-201*.
- B. The Sheriff is empowered by Tennessee law to employ as many Deputies as necessary to fulfill the duties of the Office of Sheriff (*TCA 38-3-102*). Each Deputy is required to take the same oath of office as the elected Sheriff (*TCA 8-18-112, 8-8-104 and 8-18-113*).
- C. Deputies will make themselves aware of provisions of the Tennessee Code Annotated regarding their legally mandated authority.

1.01.02 Deputy Classification (Added 9/19/05, Revised 2/15/2011)

The Blount County Sheriff's Office has two classifications of Deputies. Those two classifications are Certified and Non-Certified. The Certified Deputy may perform duties in specific jobs assigned to either of the two classifications. The Non-Certified Deputy may only perform duties in specific jobs listed under the Non-Certified Classification.

- A. The Certified Classification includes all deputies who have been sworn and certified through the Tennessee Peace Officer Standards and Training Commission (P.O.S.T.) This classification shall apply to all deputies assigned to duties in the following specific jobs: Patrol, Investigator, Crime Scene Investigator, Criminal Warrants Officer, Transport Officer, School Resource Officer, or any Deputy on any specialized assignment in the operations component.
- B. The Non-Certified Classification shall apply to deputies who have been sworn but may not have completed the training required to obtain certification through the Tennessee Peace Officer Standards and Training Commission (P.O.S.T.) This classification applies to deputies assigned to duties in the following specific jobs: Records Clerk, Corrections Officer, Victim/Witness Coordinator, Transcriptions, Civil Process Justice Center Security Officer, deputy assigned to an

administrative position and Computer Programmer/Technician.

1.01.03 Use of Discretion

- A. Discretion can be defined as individual choice or judgment, or the power of free decision or latitude of choice within certain legal bounds or guidelines. The Sheriff's Office recognizes that employees must use discretion in the performance of their duties. The latitude to which members may use discretion will be governed as follows:
1. The requirements of federal, state, and local law may restrict or authorize the choice of action.
 2. The agency's written directives and verbal orders from superiors often set out requirements or restrictions as to the course of action to be taken in certain circumstances. Application of those policies or practices may be enhanced by training or education.
 3. In the absence of written directives, verbal orders, or laws governing a situation or incident, members using their discretionary powers will take into consideration the following:
 - a. Goals and objectives of the agency.
 - b. The best interests of the public.
 - c. Probable cause requirements.
 - d. Mitigating circumstances.
 - e. Aggravating circumstances.
 - f. Volatility of a situation.
 - g. The charge.
 - h. Outstanding arrest warrants for the suspect.
 - i. Violator immunity under the law.
 - j. Prior record of a suspect.
 - k. Availability of social service agencies or programs that might better resolve the problems.
 - l. The ability to reverse the course of action if a decision fails to resolve a situation.
- B. Deputies will take law enforcement action in felony cases. A wider use of discretion will be allowed in misdemeanor or traffic cases, unless there are specific laws or directives that specify otherwise.
- C. In many incidents or situations, information and facts, as well as guidance and limitations of directives and laws, may leave an employee with a choice of taking action or not taking action. If resources and circumstances allow, it is the policy of the Sheriff's Office to take some kind of action, no matter how significant or insignificant, as opposed to taking no action. The public, through the payment of taxes and authorization by law, has empowered the Sheriff's Office to protect and serve the citizenry. This authority will not be taken lightly and action will be taken, when possible, within the Sheriff's Office's abilities and resources.

1.01.04 Assuring Constitutional Rights

- A. Deputies will not coerce or attempt to obtain involuntary confessions or admissions from suspects.
- B. Deputies will take no action that would in any way delay the arraignment of a person charged with a criminal offense.
- C. Deputies will advise all suspects of their standard “Miranda Rights” when appropriate. The definition of a custodial interrogation can be confusing, so if there is doubt about a custodial interrogation, suspects should be advised of their constitutional rights. Miranda warnings are not necessary when:
 - 1. A suspect has not been placed under arrest, and realizes that he or she is free to terminate an interview and/or leave the premises at any time.
 - 2. A Deputy is making administrative inquiries such as asking for name or address.
 - 3. A suspect is undergoing no questioning, but begins to reveal incriminating facts to a Deputy voluntarily. Deputies will ensure that such a situation does not become a custodial interrogation situation without advisement of the suspect’s rights.
 - 4. Once a defendant has expressed a desire to exercise his or her right to counsel, Deputies will make no further attempt to interrogate him or her until he or she has consulted with an attorney.

1.02 Search and Seizure (Revised 12/18/02)

The Fourth Amendment guarantees the right for people to be free from unreasonable searches and seizures of their homes, persons, and things. The US Supreme Court is constantly interpreting the Fourth Amendment as it applies to law enforcement officers’ conduct. The fluid nature of the law may create conflicts with the directives stated herein. Therefore, this directive serves only as a framework within which Deputies may function and will not be construed as all-inclusive, or more permissive, than current constitutional, statutory, or case law.

1.02.01 Limitations on Search and Seizure (Revised 12/18/02)

- A. Illegally seized items of evidence will not be admitted in court and may be cause for a lost criminal case. Additionally, an illegally conducted search invites civil suits under the Civil Rights Act. In order to protect Fourth Amendment rights, Deputies will obtain search warrants in all criminal investigations that allow time, and where exigent circumstances do not exist, or consent is not obtainable prior to any search being made.
- B. Searches without warrants may be conducted when it is inappropriate for Deputies to obtain a warrant as in the following:

1. **Search by Consent** - Someone who has the authority to relinquish his or right to have a warrant issued prior to searching, must voluntarily consent to the relinquishment. When conducting a consent search, Deputies should obtain a written consent signed by the person giving the consent.
2. **Stop and Frisk** - This search of an individual must meet the standards set out in “Terry v. Ohio,” and be conducted under circumstances where the Deputy has articulable reasons to fear for his or her safety.
3. **Search of a Vehicle** - Where probable cause exists that contraband is concealed in a movable vehicle, or is capable of moving out of an observing Deputy’s jurisdiction if given time and opportunity, a search without a warrant may be made under the movable vehicle exception.
4. **Crime Scene** - Emergency searches may be made at crime scenes to prevent loss or destruction of evidence, or injuries to any party. Evidence located in plain view during an initial processing of a crime scene will be seized. Further search for evidence may require a search warrant. When it is determined that a search warrant is needed, the following actions will be taken:
 - a. Deputies will secure the scene while the lead Deputy/Investigator drafts a search warrant, documenting probable cause, persons and/or property to be searched, and particular items to be found. Once the search warrant is completed, the lead Deputy/Investigator will take the warrant before a lawful judge or magistrate for review. Once signed, the search warrant is then valid and the lead Deputy/Investigator will execute the search warrant promptly or within the legal limits as stated by rule 41 of the Tennessee Rules of Criminal Procedure. A copy of the search warrant should be left with the lawful judge or magistrate.
 - b. Once the search warrant has been executed, the lead Deputy/Investigator will leave a copy of the search warrant along with a property list of the items seized with the person from whom or from whose premises the property was taken.
 - c. The lead Deputy/Investigator will promptly return the original search warrant, accompanied by the property list of items seized, to the original lawful judge or magistrate who signed the search warrant for their signature on the return. A copy of the property list will be left with the lawful judge or magistrate and the original search warrant with the property list of items seized will be promptly forwarded to the Clerk of the Court having jurisdiction.
5. **Exigent Circumstances** - Deputies may search without a warrant in any circumstance that requires immediate searching to preserve public safety, Deputy safety, or to preserve evidence.
6. **Inventory Search** - To ensure proper accounting and control of all property, an inventory search will be conducted on all seized property. Unlocked containers of any type will be opened and inventoried. Locked containers will be subject to a search warrant or consent. All seized vehicles will be

inventoried, including the glove box, trunk, and any containers located anywhere within the vehicles. All evidence discovered will be seized.

7. **Plain View** - When Deputies are legally positioned where they can see contraband, fruits, instruments, or evidence of crime, they may seize it. Any discovery must be inadvertent and the property must be recognized as fruit, instrument, or evidence of a crime, or as contraband.
8. **Abandoned Property** - Abandoned or found property may be searched for the purpose of inventory and/or discovery of ownership.
9. **Incident to Arrest** - When an arrest is made, Deputies will search the arrestee's person, and may search areas within the immediate control of the arrestee at the point of the arrest.

1.02.02 Strip and Body Cavity Searches

- A. Strip searches are limited by *TCA 40-7-119* as follows:
 1. **Strip Searches Restricted** - As used in this section, "strip search" means having an arrested person remove or arrange some or all of his or her clothing so as to permit a visual inspection of the genitals, buttocks, anus, female breasts, or undergarments of such person.
 2. No person arrested for a traffic, regulatory, or misdemeanor offense, except in cases involving weapons or a controlled substance, will be strip-searched, unless there is reasonable belief that the individual is concealing a weapon, a controlled substance, or other contraband.
- B. Should a strip search authorized under *TCA 40-7-119* become necessary, a Deputy(s) or corrections officer(s) of the same gender will conduct a search in a location assuring complete privacy, usually at the Adult or Juvenile Detention Centers.
- C. Body cavity searches will only be conducted when a search warrant has been issued for that purpose. When a search warrant for a body cavity is issued, the investigating Deputy will transport the suspect to a medical facility where a licensed physician will conduct the search. Sheriff's Office employees will not conduct body cavity searches.
- D. Instances necessitating a strip or body cavity search will be documented on an Incident Report.

1.02.03 Property Seizure

When Deputies or Investigators seize property as a result of enforcement action in compliance with applicable provisions of the *Tennessee Code Annotated (TCA)*, they will adhere to the following procedures.

- A. At the scene of an incident where property is to be seized, the Deputy or

- Investigator will complete a Notice of Property Seizure and Conveyance. A copy of the form will be provided to the owner of the property, who will be advised to contact the Sheriff's Office Seizure Officer who is responsible for the management of seized property, and who will be able to explain the processes involved in handling seized property. If the seized property is a vehicle, the seizing Deputy or Investigator will complete a Tow Slip (see GO 3.12, Vehicle Towing).
- B. The seized property will be taken to the Justice Center and processed as seized property by the Property and Evidence Custodian, and placed in a secure Property/Evidence Room. If the property is a vehicle, it will be towed by the wrecker service designated by the Sheriff for handling seized vehicles and placed in a secure enclosure.
 - C. The seizing Deputy or Investigator will complete the Notice of Property Seizure and Conveyance Form before the end of their tour of duty, and place the completed form in the appropriate supervisor's box. Within 5 working days, the seizing Deputy or Investigator will complete a Seizure Warrant and have it signed by a judge.
 - D. Once a judge has signed a Seizure Warrant, the seizing Deputy or Investigator will assemble a Seizure File containing the following items:
 - 1. Two copies of the Notice of Property Seizure and Conveyance Form.
 - 2. Copy of the Incident Report.
 - 3. Original of the Seizure Warrant signed by a judge.
 - 4. Copy of the Tow Slip if the property seized is a vehicle.
 - 5. Copy of the owner's driving history if the property seized is a vehicle.
 - 6. If a vehicle is seized, a copy of the registration printout.
 - E. When the Seizure File is complete, it will be forwarded to the appropriate supervisor who will review the file, and if complete, forward it to the Seizure Officer who will be responsible for coordinating the necessary hearings relating to the disposition of the seized property.
 - F. A case file will be completed for all asset forfeitures. The case files are to have copies of all the paperwork pertaining to the case. This is to include, but not limited to all signed forfeiture warrants and notice of seizure forms as well as a copy of the incident report. The case file is then forwarded to the Asset Forfeiture Officer. The Asset Forfeiture Officer will insure each case is managed until it is disposed of in the civil process. The Asset Forfeiture Officer will complete a status report, to include an inventory of all forfeited assets, and forward a copy to the Deputy Chief of Administration at the end of each calendar year.

1.03 Arrest Procedures

The power of arrest is one of the most crucial powers provided to law enforcement agencies, giving authority to a Deputy to take the freedom from a person when there is sufficient probable cause that they have committed an illegal act requiring detention, or requiring them to appear before a court of law at a later date. This authority is also one of the greatest areas of exposure to liability because of the power to take away an individual's freedom. If proper processes are not followed, those arrested may have a basis for legal action against a Deputy and the Sheriff's Office. Proper records and procedures are maintained to provide Deputies and records personnel with timely information pertaining to persons arrested or taken into custody.

1.03.01 General Information Relating to Arrests

- A. Only a sworn Deputy will execute any criminal process commanding the arrest of an individual. The named individual, after being properly identified, will be taken into custody and transported to the Blount County Adult or Juvenile Detention Center.
- B. A Deputy may arrest a person without obtaining an arrest warrant for any of the following:
 - 1. An offense committed, or a breach of the peace threatened, in a Deputy's presence.
 - 2. When a person has committed a felony, whether or not in the Deputy's presence, and probable cause exists that the person being arrested is the same person who committed the felony. This includes voluntary confessions.
 - 3. When a person is attempting suicide.
 - 4. For a misdemeanor traffic offense covered by chapters 8 and 10 of *Title 55, TCA*, when that person has been involved in a traffic accident.
 - 5. For acts or offenses in domestic violence cases when probable cause exists.
- C. Application of this GO will also constitute compliance with *TCA 40-7-103*, "Grounds for Arrests by Deputies Without Warrants."
- D. As required by *TCA 40-7-106*, Deputies will give notice to a person to be arrested of the grounds for arrest and of their authority to make an arrest. Notice is not necessary when a person is in the act of committing an offense.

1.03.02 Misdemeanor Citation In Lieu of Custodial Arrest

- A. *TCA 40-7-118* requires a Deputy to use misdemeanor citations in lieu of continued custodial arrest under specific conditions set forth in the law.
- B. A Deputy who has arrested a person for a misdemeanor committed in his

presence, or who has taken custody of a person arrested by a private citizen, may issue a citation for the arrested person to appear in court in lieu of continued custody. No citation will be issued under the provisions of this section if the following conditions exist:

1. The arrested person requires medical care or is unable to care for his or her own safety.
2. There is a reasonable likelihood that the offense would continue or resume, or the arrested person would endanger other persons or property.
3. The person arrested cannot, or will not, offer satisfactory evidence of identification.
4. The prosecution or investigation of the offense for which the person was arrested, or of another offense, would be jeopardized.
5. A reasonable likelihood exists that the arrested person will fail to appear in court.
6. The person demands to be taken immediately before a magistrate or refuses to sign the citation.
7. The person arrested is so intoxicated that he or she would be a danger to himself or herself, or to others.
8. There are one or more outstanding arrest warrants for the person.

1.03.03 Disposition of Arrestees

- A. When a Deputy takes an individual into custody, with or without an arrest warrant, the individual will be secured and searched.
- B. If an arrest is pursuant to a confirmed arrest warrant for another county in the state of Tennessee, an arresting Deputy will cause that county to be notified.
- C. Arrested individuals who are not cited and released will be transported to the Adult or Juvenile Detention Center for processing that includes fingerprinting and photographing.

1.03.03.01 Foreign Nationals: Arrest, Detention, Investigation (Added 07/14/08)

- A. Whenever a deputy arrests a citizen of another country, the deputy shall consult their issued pocket pamphlet “Consular Notification and Access Reference Card” to determine whether notification of the suspect’s consular official is mandatory or optional. Documents containing this information are available in the booking area of the Blount County Adult Detention and the Blount County Juvenile Detention Center.
- B. If the notification of the suspect’s consular official is mandatory, the deputy shall read the following statement to the suspect:

“When Consular Notification is Mandatory”

“Because of your nationality, we are required to notify your country’s consular representatives here in the United States that you have been arrested or detained. After your consular officials are notified, they may call or visit you. You are not required to accept their assistance, but they may be able to help you obtain legal counsel and may contact your family and visit you in detention, among other things. We will be notifying your country’s consular officials as soon as possible.”

- C. If the notification of the suspect’s consular official is optional, the deputy shall read the following statement to the suspect:

“When Consular Notification is at the Foreign National’s Option”

“As a non-U.S. citizen who is being arrested or detained, you are entitled to have us notify your country’s consular representatives here in the United States. A consular official from your country may be able to help you obtain legal counsel and may contact your family and visit you in detention, among other things. If you want us to notify your country’s consular officials, you can request this notification now or at any time in the future. After your consular officials are notified, they may call or visit you. Do you want us to notify your country’s consular officials?”

- D. When booking a foreign national into the Blount County Adult or Juvenile Detention Centers, the arresting deputy will ensure a copy of the Foreign National Advisement of Mandatory or Optional Notification of Consular Official Form (provided by the Detention Center) is available for completion.
- E. The arresting deputy will inform the arrestee of his/her rights regarding notification and will be documented on the arrest report.
- F. If the notification of the suspect’s consular official is mandatory, the detention center processing officer will complete the Foreign National Advisement of Mandatory Notification of Consular Official Form.
- G. If notification is not mandatory, the processing officer will complete the form and have the foreign national sign the Foreign National Advisement of Optional Notification of Consular Official Form to indicate whether he/she requested or declined notification.
- H. The arresting deputy and detention center processing officer will ensure that the correct form is completed with the original form placed in the arrestee’s booking file and a copy attached to the deputy’s arrest report.
- I. Either by mandatory notification or by optional by request, the detention center processing officer will be responsible for contacting the appropriate foreign embassy by phone or fax as soon as possible. The date and time of

the notification and all other pertinent information regarding contact with consular officials will be recorded in the processing officer's supplement report with the case number. The processing officer shall retain any fax forms as part of the case file.

- J. If the foreign national is not able to read and understand English for the purpose of completing the necessary notification. The arresting deputy and processing officer should refer to the U.S. State Department Consular Notification and Access booklet to assist in answering questions and providing translations of the notification statement in the foreign national's language.
- K. The deputy making the arrest will inform their shift supervisor of all actions taken. The processing officer will inform their shift supervisor of all actions taken and to coordinate all further proceedings with the foreign embassy.
- L. The U.S. State Department Consular Notification and Access booklet is available as a resource for sheriff's office personnel to assist in answering questions, providing translations of the notification statement in the foreign national's language, and contains a master directory of foreign embassies and consulates in the United States. A copy is provided to each patrol shift supervisors, criminal investigations supervisors, court services supervisors, and narcotics supervisors. Additional copies will be located in; Patrol Briefing Room, Blount County Adult Detention Center, Blount County Juvenile Detention Center, and the 911 Communications Center
- M. The responsibility of consular notification is that of the law enforcement agency/officer who actually make the arrest or detainment of the foreign national. The Blount County Sheriff's Office may assist another law enforcement agency/officer with consular notification with the sheriff's office shift supervisor notification and discretion.
- N. The temporary detainment while issuing a citation to foreign national does not require consular notification. When a foreign national is cited and immediately released, this consideration is not relevant because the foreign national is free to contact consular officials independently.
- O. If the sheriff's office becomes aware of the death or serious injury of a foreign national during the course of a an investigation such as but not limited to an accident, vehicle crash, criminal act, or natural causes the lead investigating deputy must ensure that the nearest consulate of that foreign national's country is notified. This will permit the foreign government to make an official notification to family members, and in the case of death, record the death for its own legal purposes. The investigating deputy should refer to The U.S. State Department Consular Notification and Access booklet for assistance with questions and a master

directory of foreign embassies and consulates in the United States. Or, the investigating deputy can refer to the contact information listed below.

P. For additional assistance or questions:

1. website: http://travel.state.gov/consul_notify.html
2. Office of Public Affairs and Policy Coordination
CA/P, Room 4800
Bureau of Consular Affairs
U.S. Department of State
Washington, D.C. 20520
3. Telephone 202-647-4415; fax 202-736-7559
E-mail at: consnot@state.gov
4. For urgent telephone inquiries after normal business hours, call the State Department Operations Center at 202-647-1512.

1.03.04 Arrest or Detention of Diplomats

- A. Duly accredited diplomatic officers, their families, official staff, and servants who are not nationals or permanently reside in the United States, are protected by unlimited immunity from arrest, detention, or prosecution with respect to any civil or criminal offense under current federal law, 22 *U.S.C.* 252. Consular officials can be identified by credentials issued by the US State Department, which bear the State Department seal, the name of the Deputy, his or her title, and the signatures of State Department officials. Deputies will complete an Incident Report, or other appropriate report, regarding any incident involving diplomatic immunity.
- B. Honorary Consular Officials who do not receive identification cards from the State Department, but may exhibit reduced size copies of the diplomatic note evidencing recognition by the United States Government. These individuals are not immune from arrest or detention.

1.03.05 State and Federal Legislators

- A. Article I, Section 6, Clause I, of the United States Constitution provides that Senators and Representatives “will in all cases, except treason, felony, and breach of the peace, be privileged from arrest during their attendance at the session of their respective houses, and in going to and returning from the same.” However, the United States Supreme Court ruled in *Williamson v. U.S.*, 207 *U.S.* 425 (1908), that the privilege from arrest applies only to civil cases. Therefore, United States Senators and Representatives will not be immune from arrest for

criminal charges.

- B. The Tennessee Constitution, Article II, Section 13, states “Senators and Representatives will, in all cases, except treason, felony, or breach of the peace, be privileged from arrest during a session of the General Assembly, and in going to and returning from the same.” Since this wording is nearly identical to that of the United States Constitution, the privilege from arrest should extend only to civil cases, and State Senators and Representatives will not be immune from arrest for criminal charges.
- C. The United States Supreme Court’s ruling in *U.S. v. Cooper* implies that an attachment may be served on a Senator or Representative, but if a Deputy receives an attachment while the legislative body is in session, a Deputy will inform the issuing court that the subject is a legislator, and allow the court to determine whether the legislator is to be arrested.
- D. Deputies will detain legislators only for the time period necessary to conduct official business, unless the legislator is under arrest.

1.03.06 Arrests Report

- A. When arresting a person, Deputies will complete a Tennessee Incident Based Reporting System (TIBRS) Report, when required.
- B. Deputies may not need to do an Incident/Arrest Report for persons released on citation without being taken into actual physical custody.
- C. Citations and original warrants will be forwarded to the appropriate courts.

1.04 Prohibition Against Bias Based Profiling

The Sheriff’s Office prohibits bias based profiling in traffic contacts, field contacts, and in asset seizure and forfeiture efforts.

1.04.01 Procedures

- A. Bias based profiling involves selecting individuals for traffic stops, field interviews, the seizure and forfeiture of assets, or any selective enforcement activity that is based solely on a common trait of a group including, but not limited to: race, ethnic background, gender, sexual orientation, religion, economic status, age, cultural group, or any other identifiable group, and is never an acceptable practice.
- B. Training will develop a roll call training program that defines bias based profiling and how it relates to law enforcement, unequivocally stating that it is totally unacceptable. Discussion will include the long-term effects it has on law

enforcement and how it can undermine the integrity of individual Deputies as well as the Sheriff's Office.

- C. The training program will also present the legal aspects of bias based profiling, emphasizing the constitutional rights of the citizens served by the Sheriff's Office, and the fact that bias based profiling alienates citizens, fosters distrust of law enforcement in the community, and invites unwanted media coverage and judicial intervention.
- D. Deputies can avoid bias based profiling if their actions are based reasonable suspicion related to a set of articulable facts and circumstances that would warrant a person of reasonable caution to believe that an infraction of the law has been committed, is about to be committed, or is in the process of being committed by a person(s) under suspicion.
- E. Whenever anyone (citizen, other agency, or an employee) accuses the Sheriff's Office of bias based profiling in any enforcement activity, the Chief Deputy may authorize an investigation to determine if, in fact, any bias based profiling has occurred. If an investigation determines that bias based profiling has occurred, the Chief Deputy will order its immediate cessation.
- F. Each year, the Chief Deputy, or designee, will conduct an administrative review of bias based profile related issues such as field contacts, traffic stops, search issues, asset seizure and forfeiture, interview techniques, cultural diversity, discrimination, and community support, to ensure that the Sheriff's Office is not conducting any bias based profiling.

1.05 Use of Force (Revised 12/18/02, 1/21/10)

Deputies will use only the reasonable amount of force necessary to control a person or situation. Once resistance is overcome the exercise of force will cease unless required to maintain control.

1.05.01 General

- A. Force is not to be used as punishment or as a coercive tool once an individual is under control and/or in custody, and may only be used when a suspect shows intention of resistance by word or action, and all lesser measures have proven ineffective or appear to be inappropriate. Force will not be used when a suspect offers no resistance to arrest and obeys lawful commands.
- B. The use of hands, feet, and other body parts in the application of force will be considered the use of less than lethal force. However, any motion, movement, or technique relating to martial arts that are known to be potentially deadly, will be considered deadly force. Use of body parts as weapons should be avoided due to the risk to the Deputy of injury or exposure to infectious disease.

- C. Use of chemical weapons will be considered less than lethal force.
- D. Anytime force is used and injury is observed or suspected to a Deputy, bystander, and/or suspect, appropriate medical attention must be made available to the injured parties.
- E. The Sheriff's Office does not authorize the use of chokeholds or neck restraints.

1.05.02 Definitions: (Revised 04/28/15)

- A. **Force** - Any degree of physical action, beyond minimal restraint, exerted upon or against a person or thing to compel or constrain action or movement, usually applied through the use of a person's body, weapon, equipment, and/or other objects.
- B. **Deadly Force/Lethal Force** - Force exercised through the use of a weapon or any other means that is reasonably likely to cause serious physical injury or death.
- C. **Imminent** - Near at hand or on the point of happening.
- D. **Less Lethal Force** - Any use of force that is not intended, and not likely to cause, death or serious bodily injury.
- E. **Reasonable Force** - Force that is lawfully used to overcome resistance to arrest, to defend oneself or others from harm, or control a situation, such force being minimally and reasonably necessary, but not excessive or abusive, considering the amount of resistance or level of threat encountered.
- F. **Probable Cause** - In reference to the use of deadly force, means facts and circumstances known to the Deputy that would cause a prudent and cautious person with the knowledge, training, and experience of a Deputy to believe that a suspect has committed a crime, or that serious physical harm could result from a situation.
- G. **Reasonable Suspicion** - Facts or circumstances a Deputy knows, or should know, that would cause an ordinary and prudent person to act or think in a similar way under similar circumstances.
- H. **Serious Physical Injury** - Critical bodily injury that creates a risk of death, causes serious permanent disfigurement, or results in long-term loss or impairment of any bodily member or organ.

1.05.03 Use of Force (Revised 12/18/02, 11/01/03, 1/21/10)

A. Deputies are authorized to use that force which is objectively reasonable, under the circumstances known to the Deputy to enable him/her to defend others, defend himself/herself, or to effectuate a stop or arrest.

B. Lethal force may only be used within the guidelines of TCA 39-11-620.

1.05.04 Use of Lethal Force (Revised 12/18/02)

- A. Deputies will only use lethal force to take control of a suspect under the circumstances set forth in TCA 39-11-620, and the United States Supreme Court decision in *Tennessee v. Garner*, 53 U.S.L.W. 4410.
- B. Deputies may only use deadly force to protect a Deputy or others from what is reasonably believed to be an imminent threat of death or serious physical injury.
- C. Deputies may use deadly force anytime that a suspect has the means and ability to seriously injure others. A Deputy does not necessarily have to wait until a firearm is pointed at someone, or a shot is fired, before using deadly force, since this could greatly increase risk to a Deputy, or others, who could be injured or killed.
- D. Deputies will not discharge firearms for the purpose of firing a warning shot(s).
- E. Deputies will not discharge a firearm into or from a moving vehicle, except when all other reasonable means have been exhausted, and it is necessary for the defense of a Deputy's life, or the life of another person, or a Deputy has reason to believe that a suspect poses a significant threat of death or serious physical harm to a Deputy or others.
- F. Deputies must be aware of their field of fire and will not unnecessarily create a substantial risk to innocent persons when discharging firearms.
- G. When possible, a Deputy will identify himself/herself as a Deputy, orders a suspect to halt and/or cease aggressive action, and warns a defendant that deadly force may be used.
- H. Deputies may use deadly force only when they believe that the action is in defense of human life. Such defense will include a Deputy's own life, or that of any other person in threat of serious physical injury or death. All other reasonable means will be exhausted, or determined not feasible, before using deadly force. Generally, no distinction will be made relative to the age, race, sex, or creed of the intended target. Self defense and defense of others will be the only policy guideline for employing deadly force.

1.05.05 Reporting Use of Force

- A. A Use of Force Report Form will be submitted to supervisors whenever a Deputy, whether on or off duty:
 1. Discharges a firearm for reasons other than practice or recreation.
 2. Takes an action that results in, or is alleged to have resulted in, the injury or death of a person.
 3. Applies force through the use of any weapon.
 4. Uses weaponless physical force that could result in injury, such as punches and/or kicks.
- B. Use of Force Reports will be completed and turned in to a supervisor by the end of a working shift, including those incidents resulting in injuries or deaths.
- C. Supervisors will forward Use of Force Reports through the chain of command to the appropriate Deputy Chief for review, and subsequent forwarding to the Chief Deputy within 24 hours.
- D. The Chief Deputy will be responsible for reviewing use of force incidents, and will maintain files of the Use of Force Reports.
- E. The Chief Deputy, or designee, will annually review Use of Force Reports to determine if trends exist that may indicate a need for retraining of specific personnel, policy or procedural revision, or development of new techniques or equipment. A written report will be submitted to the Sheriff with the findings of the review.

1.05.06 Procedures After Use of Force that Results in Death or Serious Injury (Revised 04/28/15)

I. Policy

When a deputy causes the death of or seriously injures a person, by the use of force, whether intentionally or unintentionally, a thorough and objective investigation will be initiated to look at the non-policy (legal) implications. The lead agency in this investigation shall be the Blount County Sheriff's Office. The Sheriff or his designee shall have the authority to change this procedure.

II. Procedure

Circumstances will dictate the order in which procedures are followed.

A. Deputy responsibilities

- When a deputy causes the death of or seriously injures a person, by the use of force, whether intentionally or unintentionally, they shall

immediately notify the Blount County Communications Center and request that a supervisor be notified. The deputy shall take all necessary steps to secure the scene.

- If an individual is injured, the deputy shall call for emergency medical assistance as well as provide medical assistance if possible.

B. Blount County Communications Center responsibilities

- Immediately notify emergency responders
- Notify shift supervisors
- Disseminate administration page

C. Supervisors responsibilities

- Immediately secure the scene of the incident
- Obtain medical treatment for any injured party
- Confirm that the administrative page has been sent by Blount County Communications Center
- Notify the Blount County Sheriff's Office Criminal Investigations
- If a weapon is used, a supervisor will take custody of the deputy (s) weapon and magazines in a discrete manner for the purpose of analysis and may replace them if appropriate.
- Instruct the involved deputy that he/she is not to wash their hands until permission to do so is given by the Criminal Investigations. (Washing and decontaminating in the presence of blood borne pathogens needs to be taken into consideration)
- Place the deputy in a comfortable, secure location away from the center of attention, if possible, (This may include a medical facility) A supervisor and/or another deputy shall accompany the involved deputy to the secure location or medical facility. During this immediate time following the incident, the involved deputy will not be subjected to questioning or discussion of the incident except as is absolutely necessary to the on-scene investigation.
- Ensure that involved deputy(s) submits to a post incident blood sample for drug and alcohol screen as soon as reasonably possible. The supervisor shall also ensure that chain of custody of the sample is maintained and handled according to policy and procedures of evidence handling.
- Ensure that the involved deputy is advised by a supervisor or investigator of the current and changing status of the investigation,

the status of any injured persons, and all procedures that are followed.

- Direct the deputy involved that they are not to discuss the incident with anyone who is not officially assigned to the investigation including the accompanying deputy.
- Direct other law enforcement personnel at the scene not to verbalize their opinions concerning justifications of actions taken and not to discuss the incident with any unauthorized persons.
- If needed, make arrangements to contact the involved deputy's family to advise them of the incident, and the post incident procedures that will be followed. An open line of communication with the deputy's family will be maintained throughout the investigation. If the involved deputy is injured or hospitalized, arrangements shall be made to transport his/her spouse or other immediate family member to the medical facility.
- Coordinate with the investigating authority to interview the involved deputy at the appropriate time.
- Detain and separate any witnesses to the incident at the scene.
- A supervisor will ensure that all necessary reports are completed as soon as practical.
- Complete all necessary workers compensation reports for deputies involved.

D. Sheriff or designee's responsibilities

The Sheriff or his designee will determine the appropriate investigative authority and insure they are notified. Upon their notification the following is completed.

- Instruct the Internal Affairs Investigator to complete an Administrative Investigation, which may occur concurrently or upon completion of the Criminal Investigation.
- Administratively review the findings of the Internal Affairs Investigation
- If the incident involves serious injury or death to a suspect the deputy will be relieved from his/her line of duty assignment, pending Administrative Review. The Sheriff may at his discretion direct the deputy to be placed on Administrative Leave with pay. The relief from line of duty assignment or leave is not to be considered as punishment or suspicion of wrong doing. It is an administrative decision that will occur when deemed appropriate by the Sheriff. The criteria to determine the length of the

Administrative Leave will include but is not limited to the following:

- A) The nature, scope and magnitude of the incident.
 - B) The status or outcome of any investigation into the incident.
 - C) The type and extent of any adverse media coverage or negative public sentiment concerning the incident.
 - D) The psychological adjustment of the deputy.
 - E) Feelings and desires of the deputy.
 - F) Any other considerations deemed applicable by the Sheriff.
- Ensure the deputy's mental and emotional condition is assessed in an attempt to balance investigative and psychological needs at the time.
 - A)Deputies involved in shooting incidents resulting in death or serious injury shall be required to receive counseling and a fitness for duty evaluation. The Physician's report will be considered before allowing the deputy to return to work.
 - B)In some critical incidents the deputy's family may need some assistance in dealing with the situation. The Sheriff will determine what assistance if any should be offered or provided to the deputy's family.

1.06 Weapons (Revised 12/18/02, 03/06/03, 11/01/2009)

Deputies will use only those weapons that are issued or approved by the Sheriff's Office, and will be instructed in and demonstrate an understanding of policies and procedures covering weapons and related equipment, use of force, and use of deadly force prior to being issued any lethal or non-lethal weapon.

1.06.01 General (Revised 12/18/02)

- A. Deputies are permitted to carry firearms and while carrying any type of weapon, whether on-duty or off-duty, will have in their possession a valid Sheriff's Office identification card.
- B. Deputies, when performing law enforcement duties, will carry and use only those weapons authorized by the agency and for which they have been properly trained. The Sheriff may authorize the carrying and use of weapons for the purposes of evaluation and testing.

- C. Deputies will not use or carry any weapon while under the influence of alcohol or drugs. **Exception:** Medications that have no negative effect on mental or physical abilities.
- D. Deputies will, except when in uniform, carry firearms and other weapons concealed so as not to attract attention or excite the public. In situations where concealment is not possible or feasible, the badge will be worn in a position where the public will easily recognize the armed individual as a Deputy. **Exception:** Sheriff's Special Weapons and Tactics Team (SWAT) members are not required to show badges in remote training exercises or actual tactical operations.
- E. Deputies will assess each situation and, if the use of weapons is appropriate, use the types of weapon(s) needed to control a situation with minimal risk of harm to a Deputy and others present. Deputies will need to use weapons at an increased level of force in some situations such as when physically attacked or when a suspect is armed.
- F. Weapons may be used when a suspect shows intention of resistance by word or action, and all lesser measures have proven ineffective or appear to be inappropriate. Weapons will not be used when a suspect offers no resistance to arrest and obeys lawful commands.
- G. When any type of weapon is used on a person, a Deputy will assess the situation and, if medical attention is necessary, take appropriate action.
- H. Deputies, in defense of themselves or others, may resort to any objects or instruments readily available should the Deputy become disarmed or unable to use regular weapons.
- I. Deputies will be permitted to carry a small utility knife, which will be considered a tool and not a weapon.
- J. The use of weapons within the Adult or Juvenile Detention Center will be as specified in the Policies and Procedures Manuals of each facility.
- K. Copies of the GO's on weapons and use of force will be made available to all personnel who carry weapons, and the information in these GO's will be the basis of training prior to any weapons being issued, and as a part of annual in-service training.

1.06.02 Firearms Control and Record Keeping

- A. The Equipment Custodian has overall responsibility for the control, inventory, and recording of all firearms, ammunition, and related activities, including duties of issue, receiving, storage, and maintenance of firearms. These responsibilities may be designated to firearms instructors and/or armorers.

- B. The Equipment Custodian will notify the Range Master, or the Range Master's designee to review and inspect all lethal and less lethal weapons when new weapons are purchased or when weapons are turned in by employees. The person inspecting the weapon will be a firearms instructor or armorer. This is to assure that the weapon is in safe and good working order before the weapon is issued to an employee. If a firearm is determined to be unsafe, the employee will notify their supervisor and turn the weapon in to the Equipment Custodian. The Equipment Custodian will notify the Range Master or the Range Master's designee to inspect the weapon. The employee may be issued a different firearm until their weapon has been repaired.
- C. Any supervisor has the authority to immediately demand the surrender of firearms if they are not maintained in good working order, or are used in a manner not consistent with this GO.
- D. All firearms approved for use will be listed with the Equipment Custodian who will maintain complete records on them. Firearms control and approval records will, at a minimum, reflect as applicable:
 - a. Identity of the owner or assignee.
 - b. Manufacturer.
 - c. Model.
 - d. Serial number.
 - e. Type firearm: pistol, revolver, shotgun, or rifle.
 - f. Unique characteristics.
- E. Employees will maintain all firearms in a clean and safe operational condition, and will report lost, stolen, or damaged firearms to a supervisor as soon as possible.
- F. Deputies who carry firearms will receive bi-annual training for issued service weapons (annually on personally owned weapons used as back-up weapons) from a certified weapons instructor, demonstrating proficiency with the use of their firearms as required by the Peace Officers Standards and Training Commission (POST) to a firearms instructor who will have all pertinent information recorded, including range scores, and these records will be maintained as part of employee training records.
- G. Deputies will safeguard firearms ***both on and off duty***, including storage in such a way as to ensure that no unauthorized person(s) will have access or gain control over their weapon(s). When stored in the home, authorized BCSO firearms will be secured by reasonable and prudent measures in order to prevent access by unauthorized persons. Cable locks will be issued to each employee that makes a request for one. When authorized BCSO firearms are left in a vehicle, they should be placed in an area that is out of public view and the vehicle will be locked.

(Revised January 20, 2005)

- H. Except for general maintenance, storage, or authorized training, Deputies will not draw or exhibit their firearm, nor point their firearm at a person, unless circumstances indicate that it may be necessary to lawfully use the weapon.
- I. Deputies will not surrender or loan their weapon(s) to any person who is not a law enforcement officer for any reason, except for maintenance. Deputies will not loan their assigned firearms to other Deputies, but may do so in emergency situations in order to protect life and/or maintain law and order.

1.06.03 Handguns (Revised 12/18/02, 11/1/09)

- A. A Sheriff's Office approved handgun, whether used on duty, as a back up weapon, or as an off duty weapon, must meet the following requirements:
 - 1. It is understood that firearms have various designs and weights that provide proper relationships of shooter to firearm. For this reason, each firearm carried by certified employees will be approved by the Chief Deputy, or designee, on an individual basis based on the following specifications:
 - a. Only the following weapons will be acceptable for primary use by uniformed personnel: Glock Model 22, 23, 23c, 27 and 35, .40 caliber semi-automatic pistols.
 - 1) The following weapons will be acceptable for primary use by administrative personnel and criminal investigations:
Glock Models 22, 23, 23c, and 27 .40 caliber semi-automatic pistols, the Sig-Sauer P230 and P232 .380 ACP semi-automatic pistol and Sig-Sauer P229 .40 S&W semi-automatic pistol.
 - 2) No primary weapon will be single action.
 - 3) Stocks: natural or synthetic material, dark or subdued in color.
 - 4) All semi-automatic handguns will have a double action first shot capability, or fire all shots double action.
 - 5) The Chief Deputy must specifically approve any variance from these listed weapons for primary use.
 - 2. Only those sworn employees who have successfully completed P.O.S.T. certified weapons training with an approved weapon as stipulated above, conducted by a P.O.S.T. certified weapons instructor, will be authorized to carry that weapon on or off duty.

1.06.04 Back-up, Personally Owned and Off-Duty Handguns (Revised 12/18/02 11/1/09)

Sworn personnel who wish to carry a personally owned weapon while on or off duty must satisfy the following conditions.

- a. The weapon must be in good, safe working order and must chamber and fire ammunition authorized by Sheriff's Office policies and procedures.
 - b. Must have qualified with the weapon through a certified BCSO firearms instructor.
- A. Back-up, personally owned, and off-duty handguns must meet the specifications noted below:
 - i. Type: Pistol or Revolver
 - ii. Caliber: 22 or higher
 - iii. Barrel: 12 inches or less

The backup handgun must be carried concealed or restrained in a holster.

A back-up handgun will be used only if one or more of the following circumstances occur:

1. A Deputy's primary weapon becomes disabled.
2. A Deputy's primary weapon is removed from his/her possession.
3. A Deputy has exhausted the primary weapon's ammunition.
4. Circumstances provide for quicker and/or safer access to a back-up weapon than to the primary weapon.
5. The Patrol Captain or designee may approve the use of personally owned firearms by members of the SWAT team for practice, training, and use in tactical operations
6. The BCSO Firearms Instructors may deny an employee the opportunity to qualify with a firearm under this section when they determine the firearm may not be appropriate or meet specifications for the purposes of back-up, personally owned, or off-duty. If this occurs there is no appeal process.

1.06.05 Rifle (Revised 12/18/02 11/1/09)

A rifle will only be utilized in situations where the normal duty weapon would not prove effective. When a rifle is used, the deputy must also consider the possibility of collateral damage and injury to persons or damage to property that may not be directly involved in the situation at hand. The weapon will be inspected on a monthly basis by the employee's shift supervisor.

P.O.S.T. certified personnel will be permitted to carry an approved patrol rifle or carbine, whether issued by the BCSO or personally owned while on duty. Personnel must first successfully complete a training course in order to carry the rifle or carbine while on duty and must qualify semi-annually and achieve a qualification course score of 90%. The rifle or carbine must meet the specifications listed below:

A. SWAT Team Personnel will be permitted to carry the following:

.308 caliber 20" barrel minimum
 .223 caliber 11" barrel minimum
 Glock 18, 4.49" barrel minimum
 MP5 .9mm 8.85" barrel minimum
 Breaching Shotgun 12 gauge 11" barrel minimum
 M 1 Carbine .30 caliber 18" barrel

- B. All other personnel will only be permitted to carry the following:
 .223 caliber 16" barrel minimum
 M 1 Carbine .30 caliber 18" barrel
- C. Under extraordinary circumstances, when any delay in the increased use of force would produce a profound, negative effect on human life, or severe loss of property, a Shift Supervisor may authorize the use of any weapon. Any use of these weapons must be followed by a complete written report to the appropriate Deputy Chief, detailing the actions taken and an explanation of why the action could not await the arrival of SWAT and CERT.

1.06.06 Ammunition (Revised 12/18/02, 03/06/03, 11/1/09)

- A. Only factory manufactured ammunition conforming to standards established by Sheriff's Office policies and procedures will be used for law enforcement duties.
- B. Deputies may use reloaded ammunition for practice and qualifications, provided that the ammunition meets safety standards as described in published reloading manuals.
- C. All ammunition used in primary handguns, including practice ammunition, must have a coating made of copper or some other metal covering the lead core. This is to prevent fouling of barrels by lead deposits.
- D. The Sheriff's Office will issue approved ammunition for duty weapons, and Deputies will carry only the following approved ammunition in their duty firearms.
 Factory loaded not remanufactured:
1. .380 Auto, 80 - 95 grain, jacketed hollow point, or jacketed soft point
 2. .9mm Luger, 124-147 grain, jacketed hollow point, or jacketed soft point
 3. .40 cal.155-180 grain, jacketed hollow point or jacketed soft point
 4. .45 Auto 185-230 grain, jacketed hollow point or jacketed soft point
 5. .38 special 110-158 grain jacketed hollow point or jacketed soft point
 6. .357 magnum 125-158 grain jacketed hollow point or jacketed soft point
 7. .308 (7.62x51mm) 110-168 grain centerfire rifle cartridge
 8. .10mm 180 grain hollow point or jacketed soft point
 9. .22 cal 35-75 grain jacketed hollow point or jacketed soft point
 10. .30 cal 110-180 grain jacketed hollow point or jacketed soft point
 11. .32 cal 60-115 grain jacketed hollow point or jacketed soft point

- 12. .44 special 180-250 grain jacketed hollow point or jacketed soft point
- 13. .44 magnum 180-250 grain jacketed hollow point or jacketed soft point
- 14. .223 40 – 77 grain jacketed hollow point or jacketed soft point

- E. Deputies will not alter, tamper with, or modify duty issue ammunition in any way.
- F. The Sheriff's Office will not provide ammunition for off-duty and back-up firearms. Deputies will only carry ammunition authorized by Sheriff's Office policies and procedures.
- G. Special weapons ammunition will be provided by the Sheriff's Office for those weapons it owns.
- H. Ammunition carried on a daily basis will be replaced at least bi-annually.

1.06.07 On Duty Carrying of Firearms

- A. Deputies who are issued firearms are expected to have those firearms in their possession at all times when on duty except in those situations where weapons are required to be secured i.e. entry to Adult and Juvenile Corrections facility.
- B. Deputies assigned to administrative or technical functions in the Justice Center or Courthouse may remove and safely store their side arms, although they should be readily accessible and worn when venturing into public places or situations where the need for the weapon may arise.

1.06.08 Off Duty Carrying of Firearms

Sworn employees are authorized to carry approved firearms while off active duty, whether issued and/or personally owned firearms. Backup handguns may be carried off duty with or without the primary handgun. This GO will be considered a written directive and letter of authorization by the Sheriff for the carrying of firearms by sworn employees when off duty.

1.06.09 Firearms Training and Competition

- A. Training is responsible for designating and supervising firearms instructors as well as scheduling of firearms training activities.
- B. Sheriff's Office employees may discharge their firearm for the purpose of practice in a safe location, and will exercise safety precautions, obeying all directives while practicing with their firearms.
- C. Deputies may discharge their firearm when participating in competitive matches approved by the Sheriff.

1.06.10 Retired Law Enforcement Officer Firearms Qualification

(Added 03/07/05)

Title 18, United States Code, The Law Enforcement Officers Safety Act of 2004, exempts active and retired law enforcement officers from state laws prohibiting the carrying of concealed firearms. The Blount County Sheriff's Office will assist retired law enforcement officers residing in Blount County, Tennessee with meeting qualification requirements in the following manner.

The retired officer must provide their own ammunition and successfully complete the qualification course.

The retired law enforcement officers must provide proof of the following to be classified as a qualified retired law enforcement officer:

- A. Retired in good standing from service with a public agency as a law enforcement officer, other than for reasons of mental instability.
- B. Before such retirement, was authorized by law to engage in or supervise the prevention, detection, investigation, or prosecution of, or the incarceration of any person for, any violation of law, and had statutory powers of arrest.
- C. Before such retirement, was regularly employed as a law enforcement officer for an aggregate of 15 years or more.
- D. Retired from service with such agency, after completing any applicable probationary period of such service due to a service-connected disability, as determined by such agency.
- E. Has a non-forfeitable right to benefits under the retirement plan of the agency.
- F. Is not under the influence of alcohol or another intoxicating or hallucinatory drug or substance.
- G. Is not prohibited by Federal Law from receiving a firearm.
- H. The Blount County Sheriff's Office reserves the right to deny any request for qualification assistance upon the authority of the Sheriff or Chief Deputy.

MEETS ALL REQUIREMENTS OF TITLE 18, UNITED STATES CODE

Identification Required

A) A photographic identification issued by the agency from which the individual retired from service as a law enforcement officer that indicates that the individual has, not less recently than one year before the date the individual is carrying the concealed firearm, been tested or otherwise found by the agency to meet the standards established by the agency for training and qualification for active law enforcement officers to carry a firearm of the same type as the concealed firearm.

1.06.11 Failure to Qualify with a Firearm

- A. A sworn employee who fails to qualify with his/her service weapon will be given an immediate second opportunity to do so with close supervision of a firearms instructor.
- B. If a sworn employee fails to qualify with a service weapon after two attempts, he/she will:
 - 1. Surrender his/her issued firearm to the Range Master before leaving the range, or will be told they are not permitted to carry their personally owned weapon(s).
 - 2. Be assigned duties not requiring the use/carrying of a firearm until qualification is successfully completed.
 - 3. Be given the opportunity to take intensive, supervised training on his/her own time, and furnishing his/her own approved ammunition as determined appropriate by Sheriff's Office policies and procedures.
- C. If a Deputy fails to qualify within 7 calendar days of his/her first attempt, Training will forward a report directly to the appropriate Deputy Chief and Chief Deputy indicating that an employee authorized to carry a weapon has not qualified. The Sheriff may initiate an investigation to determine whether the employee is competent to continue as a member of the function to which he/she is assigned.

1.06.12 Revocation of Authority to Carry a Firearm

- A. Any supervisor has the authority and duty to temporarily revoke the authorization of any employee to carry or use firearms and weapons. The revocation will stand until the Chief Deputy reviews it. Such revocation will be for cause based upon the following:
 - 1. Failure to qualify with a firearm or other weapon.
 - 2. Mental or physical condition which renders a sworn employee incompetent to carry a firearm or other weapon.
 - 3. Any other circumstances in which the continued carrying or use of a weapon is not in the best interest of the employee, the public, or the Sheriff's Office.
- B. Employees judged to be mentally unfit for active duty will be prohibited from carrying a firearm, or any other weapon, whether on or off duty. Such persons, if judged capable, will be assigned duties in which the Sheriff determines that carrying firearms or weapons is nonessential, provided that such a duty assignment is available.
- C. Any revocation of the authority to carry or use firearms, or other weapons, will be reported immediately to the appropriate Deputy Chief, followed by a written report to the Chief Deputy as soon as possible.

- D. The Chief Deputy, after receiving the reports and facts of a case, will determine a course of action in resolving the revocation, and may continue or lift the revocation, or permanently reassign or terminate an employee as circumstances dictate.

1.06.13 Chemical Spray (Revised 12/18/02)

- A. Chemical spray is provided to Deputies as a non-physical, non-lethal use of force option for gaining compliance with those who are verbally or non-verbally resistant or aggressive in arrest or other enforcement situations.
- B. Deputies will carry chemical spray while on duty only after being trained and deemed competent in its use by Training, and will have refresher training every 2 years.
- C. The chemical spray will conform to the following specifications:
Freeze+P – 1% CS and 1% OC in a 2oz. can, wt. 0.75
- D. Deputies may use chemical spray in the following situations:
 1. When verbal direction is ineffective or inappropriate, and the Deputy believes an encounter is escalating beyond the point of physical force to control.
 2. For appropriate crowd, riot, and/or civil disturbance management.
 3. For use in vacating vehicles, buildings, structures, and other enclosed or confined spaces in response to lawful exigent circumstances relating to criminal activities.
 4. Any situation where Deputies feel they are confronted with active resistance, and that the use of chemical spray is a necessary and reasonable use of force option.
- E. Deputies should not give verbal warnings that chemical spray will be used, although they may advise that failure to comply with verbal commands could result in the use of force. Refusal by suspects to obey verbal commands will be used in evaluating the level of force to be used.
- F. Chemical spray should be used at a distance of 4 to 6 feet from the target subject directed towards the subject's face, and dispersed in a 1 to 2 second burst followed by a similar burst if necessary. If a second burst has no effect, additional bursts would be of no help, and the next level of force may be appropriate. In the event of multiple aggressors, side to side spraying at eye level is most effective.
- G. Approximately 5 seconds after spraying a subject, a Deputy should verbalize specific and distinct commands as to what the subject is to do. In most cases, a Deputy should tell the subject to stand still while applying proper procedure for approaching a potentially dangerous subject. The subject will then be restrained and searched.

- H. Once a subject has been controlled by use of chemical spray and properly secured and searched, the following steps will help in recovery:
1. Subject should be told to try to breathe normally and relax.
 2. Continually reassure the subject that the effects are temporary and discomfort will soon diminish. If possible move the subject to fresh air or in front of a fan.
 3. The subject should not be left lying in any position that would place pressure on their chest cavity.
 4. If the subject displays any respiratory problems, or has a history of respiratory problems, seek medical attention immediately. If symptoms persist for more than 1 hour, seek medical attention.
 5. During transport, carefully monitor for signs of breathing difficulty, unconsciousness, or nausea.
 6. Never leave the subject unattended until fully recovered, and inform corrections officers at the Adult or Juvenile Detention Centers that the subject has been sprayed with chemical spray.
- I. The use of chemical spray is intended as a control device and is not to be used as punishment or coercion once a subject is under control. If chemical spray is used a Use of Force Report must be completed.

1.06.14 Taser (Added 11/03/03) (Revised 03/16/05, 01/08/2016)

- A. The Taser X26, X26P and M26 are provided to Deputies as a non-physical, less lethal use of force option for gaining compliance with those who are verbally or non-verbally resistant or aggressive in arrest or other enforcement situations.
- B. Deputies will carry the Taser while on duty only after being trained and deemed competent in its use by the Sheriff's Office Training Function, and will have refresher training every 2 years. Deputies will not be permitted to carry the Taser while off duty.
- C. Only the Taser X26, X26P and M26 Tasers issued by the Blount County Sheriff's Office are to be carried by Deputies and they will conform to the following specifications:
 The X26 will be 15.3 cm x 8.2 cm x 3.3 cm and weighing 175 grams and will provide Incapacitation capability of 105 MDU's (Muscular Disruption Unit).
 The X26P will be 19.3 cm x 10.4 cm x 9.7 cm and weighing 281 grams and will provide Incapacitation capability of 105 MDU's.
 The M26 will be 6.5 in x 1.4 in x 5.9 in. and will provide Incapacitation capability of 100 MDU's.
 All models will provide a power output of 50,000 peak voltage and will be equipped with a Digital Power Magazine and digital memory, USB Data port System, 650 nm laser sight, and range up to 21 feet.

- D. Deputies may use the Taser X26, X26P and M26 in the following situations:
1. When verbal direction is ineffective or inappropriate, and the Deputy believes an encounter is escalating beyond the point of physical force to control.
 2. Any situation where Deputies feel they are confronted with active resistance, and that the use of the Taser is a necessary and reasonable use of force option.
- E. Deputies should provide a warning that will advise other deputies on the scene that a Taser is about to be discharged.
- F. Do not fire the Taser X26, X26P or M26 near flammable liquids or fumes. The Taser can ignite gasoline and other flammables. Do not discharge a Taser in highly flammable Meth labs.
- G. The Taser is laser sighted and the top probe will follow the front and rear sights as well as the laser sight. The bottom probe will travel at an 8 degree downward angle below the laser sighted area. The probes will travel up to 21 feet and will penetrate up to two inches of clothing.
- H. Once discharged, the Taser X26, X26P and M26 are programmed to deliver a 5 second electrical current when it makes contact with its target. Deputies can shorten the automatic 5 second cycle by turning the weapon off. It is recommended that during field discharge the entire 5 second cycle is delivered to gain maximum effectiveness and compliance of the subject. Deputies should remember with any application of force, each 5 second cycle, discharge or trigger pull must be legally justified. All User Warnings referenced in training for use of the Taser should be considered prior to and during discharge. Based upon documented research several law enforcement agencies set out 15 seconds (multiple applications or continuous) of CEW (Conducted Electrical Weapon) exposure as a significant safety point. Avoid extended, repeated or prolonged applications where practical. It is important to note the need for effective tactics while subduing and restraining subjects. It is advisable to minimize the number of applications by working quickly to restrain the subject. If repeated applications are not having the desired effect, for whatever reason, it may be reasonable to redeploy to a different location on the body or transition to another force option rather than continue to expose the subject to stress of further applications, if these applications are not making progress toward the goals of capturing, controlling, or restraining the subject. This may be especially true when dealing with persons in a health crisis such as excited delirium. Other high risk populations include but are not limited to: pregnant women, the infirmed, elderly, small children and low body mass index (BMI) individuals. It is advisable to minimize the physical and psychological stress to the subject. If three discharges are exceeded, first responders should be dispatched to the scene once the

subject is in custody. Removal of the probes require they be treated as contaminated needles, and gloves will be worn. The on-scene supervisor shall allow medical personnel to determine if the subject should be transported to the hospital.

- I. Deputies should avoid Taser over-dependence. The surroundings and landing zone for the subject should be considered prior to discharge. When practical deploy the Taser to the subject's back rather than the front of the body, and if a back-up deputy is available they should be prepared to control and cuff the subject while under power ensuring not to touch a probe or the body of the subject between the two probes.
- J. Each use of the Taser X26, X26P and M26 will be documented on a BCSO Use of Force Report and also the Supervisory Taser Use Report and forwarded through the appropriate chain of command. A copy of the Supervisory Taser Use Report will also be forwarded to Training.
- K. The Taser X26, X26P and M26 are equipped with a data port system that records the date, time, and frequency when used.
- L. Deputies will inform Paramedics on the scene, or Emergency Room staff if transported to the hospital, that the Taser was discharged on the subject.
- M. Deputies will also inform Corrections Officers at the Adult or Juvenile Corrections Centers that the Taser was discharged on the subject when arriving at the intake area. Deputies will also note on their reports the treatment received by the subject from paramedics or hospital staff. It is recommended that medical personnel remove probes that have penetrated the Face, Neck, Head, or Groin area unless more immediate removal is deemed necessary by Sheriff's Office personnel at the scene.
- N. Once removed the probes, cartridge, and AFID's will be collected and placed in property as evidence.
- O. Deputies will conduct a spark test at least monthly at roll call to verify the Taser is functioning properly.
- P. The following procedure will be used for changing the battery out on the Taser:
 - 1. Place the Taser in the "Off" position.
 - 2. Remove the old battery and replace with a new battery that has a red sticker on it.
 - 3. The Taser will then run through a 2 minute program up-load.
 - 4. When the display screen goes blank, put the Taser in the "On" position to check the battery strength.

1.06.15 Use of Weapons Against Animals

- A. Deputies may use firearms against an animal to prevent substantial harm to a Deputy or others, even if the measure may result in the death of the animal.
- B. Only a supervisor may direct the destruction of a seriously wounded or sick animal by firearm. The animal should be destroyed only if it is so sick or badly injured that humanity requires its relief from further suffering. Witnesses to the animal's condition should be obtained if possible, and an effort made to locate the animal's owner. Assistance from other agencies such as Animal Control or the Tennessee Wildlife Resources Agency, may be sought as an alternative measure prior to the destruction of an animal.

1.06.16 Shotguns (Added 03/06/03)

- A. Due to wide shot dispersion pattern and psychological effect of using a shotgun, it may only be used in situations when there exists a possibility that a Deputy will be dealing with an armed subject or known felony situation. Examples may be, but are not limited to, the following:
 - 1. Armed robbery in progress.
 - 2. Searching for armed subjects.
 - 3. Answering a complaint call where the caller has indicated an armed person is present.
 - 4. Felony traffic stops.
- B. Unless in use, shotguns will be stored and secured in a vehicle shotgun lock that is approved and furnished by the Sheriff's Office, or is secured in the trunk of a Deputy's vehicle until such time it is needed for law enforcement duties, training, or weapons maintenance.
- C. Shotguns will be removed and secured in the armory, or other secure location, prior to leaving a vehicle for any scheduled maintenance, or when the vehicle is left at the Justice Center for extended periods of time, such as for vacations or training.
- D. Shotguns approved for service will be a 12 gauge with a minimum 18 inch barrel.
- E. Shotguns may be loaded with slugs, 00 buckshot, or a combination of both at a Deputy's discretion.
- F. When a shotgun is stored and secured in a vehicle, there will not be a round in the chamber and the safety will be in the "on" position.
- G. Shotguns may be issued to POST certified personnel assigned a take-home vehicle. All POST certified personnel will be required to qualify on the use of a shotgun, but each Deputy has the option of whether he or she will be issued a

shotgun. Other shotguns may be issued at the discretion of the Sheriff.

1.06.17 Less Lethal Weapon, Bean Bag Rounds (Added 03/07/05)

Less lethal rounds (Bean Bag Rounds) are available to all patrol deputies. The on-duty shift supervisor for each patrol shift and the commander of the S.W.A.T. Team will have possession of the rounds as well as a shotgun designated for use with this type ammunition only. The weapon is clearly distinguishable by the orange stock. This weapon will never be utilized with any other type ammunition. The shift supervisor will respond to the call of any deputy when the use of this less lethal force is deemed appropriate. Deputies must use caution, even though this type ammunition is a less lethal option than that of conventional ammunition it can still result in a fatal injury if impact occurs in specific areas of the body. Deputies will receive initial qualification training and then refresher training on the use of this less lethal force at least every two years. The weapons utilized to deliver this ammunition is the Winchester Model 1300 .12 Gauge, Pump Shotgun or the Remington 870 12 Gauge Pump Shotgun. A Use of Force Report is to be completed if the less lethal bean bag rounds are utilized.

1.06.18 Straight or Expandable Baton; and PR-24 (Added 12/07/07)

Deputies are allowed to carry a baton if certified and annually re-certified in their use for defense in physical confrontations. The sheriff's office authorizes the use of the following batons:

- (1) A standard straight baton composed of wood or polycarbonate of twenty-four (24") to twenty-six (26") inches in length.
- (2) A PR-24 baton composed of polycarbonate and of the standard twenty-four (24") inch length. The baton may incorporate a "trumbell stop" and may be collapsible.
- (3) An expandable metal baton with a telescoping shaft, such as the Mandnock Expandable Baton (MEB) or ASP. Uniformed Deputies may utilize the baton with a telescoping length of sixteen (16") to thirty-one (31") inches.

The baton may be used by a Deputy to subdue a resisting subject, in self defense or defense of another, or in circumstances warranting its immediate use.

When used, the batons' primary purposes are to ward off blows or kicks from assailants, or restrain resisting or disturbed subjects.

The baton shall not be used to club or bludgeon a subject. Blows delivered with the baton shall be delivered only to those vulnerable areas of the body which will render the opponent temporarily incapacitated, but will not cause serious bodily harm.

The Training Unit must authorize the certification and type of baton prior to the Deputy carrying the tool.

A use of force report shall be completed if a Deputy has to employ their baton in the line of duty.

1.07 Jurisdiction

Jurisdiction involves a delineation of territory over which law enforcement operations are legally provided.

1.07.01 Geographic Boundaries

- A. The Blount County Emergency Communications Center has a permanent, up-to-date map of Blount County that clearly indicates the boundaries of Blount County and its municipalities. A similar map located in the Patrol Briefing Room displays patrol zones. These maps are updated as needed (at least annually), and are available on the computer network, and are used to map related activities of the Sheriff's Office.
- B. At any time there is a question concerning the jurisdiction of any law enforcement agency in Blount County, the Communications Center will be consulted. The Sheriff's Office has jurisdiction over the entire county.
- C. Deputies will familiarize themselves with the geographic boundaries of Blount County.

1.07.02 Concurrent Jurisdiction (Revised 01/24/08)

- A. Other agencies having jurisdiction within Blount County are the cities of Maryville, Alcoa, and Townsend, the Fifth Judicial Drug Task Force, as well as several state and federal agencies having enforcement authority.
- B. Employees of the Sheriff's Office will offer complete cooperation when situations arise where these agencies must exercise their authority within the county.
- C. Within the county, the Sheriff's Office will enforce the laws of the State of Tennessee and perform all duties and responsibilities attributed to the Sheriff's Office. In addition, certified sworn officers will be assigned within the cities noted above to serve process as state law and local courts direct.
- D. The Sheriff's Office enforces traffic laws as denoted in the Tennessee Code Annotated on all streets, highways, and roads in Blount County, including those in municipalities.
- E. The Sheriff's Office has exclusive jurisdiction and responsibilities in matters that take place outside the city limits of those cities listed above.
- F. *TCA 8-8-201* delineates the duties of the office of the Sheriff.
- G. Nothing prohibits members of the Sheriff's Office from taking action in situations that occur in their presence within any city's limits.

- H. The law enforcement agencies in Blount County use the services of the Blount County Emergency Communications District that also operates the Emergency 911 service for the entire county. The availability of this service enhances the concurrent services capabilities of all agencies.
- I. In any situation where a question arises concerning jurisdiction with another agency, the responding Deputy will make every attempt to resolve the matter in the most professional manner possible. If this is not possible, the matter will be turned over to a supervisor. If no amicable solution can be reached, the matter will be handled in the interest of the community, and a report outlining the situation submitted to the Sheriff.
- J. Concurrent law enforcement jurisdiction was retroceded by the United States to the State of Tennessee for the Foothills Parkway, located within the Great Smoky Mountains National Park, by Memorandum of Agreement dated April 23, 1997. The State of Tennessee accepted this retrocession. The National Park Service assumes the primary responsibility for maintaining law and order and for protection of persons, property and resources upon park lands including the Foothills Parkway.

The Blount County Sheriff's Office has the authority to enforce state laws and county ordinances on the Foothills Parkway as a result of this agreement and is encourage to do so. The Sheriff's Office may serve criminal and civil process in the main body of the park. The Deputy will notify the National Park Service in advance and request assistance from the National Park Service. Special law enforcement authority shall be given to members of the Sheriff's Office and exercised only upon specific request for assistance from the National Park Service and shall cease when that request is withdrawn or cancelled. Sheriff's Office members shall comply with BCSO and NPS policies and procedures when serving in this capacity and shall report all actions taken under that authority in accordance to BCSO and NPS procedures.

1.08 Mutual Aid

In accordance with *TCA 6-54-307*, local units of government may enter into mutual aid agreements for law enforcement service. The Blount County Sheriff's Office has entered into such an agreement with surrounding law enforcement agencies. Response to emergency situations in Blount County will be in accordance with the current Mutual Aid Agreement and the Blount County Emergency Operations Plan.

1.08.01 Mutual Aid Agreements

- A. In the event of an emergency that requires additional law enforcement assistance, the Shift Supervisor is authorized to solicit aid from the appropriate agencies. The Blount County Emergency Communications Center will maintain current

- telephone numbers of law enforcement agencies participating in a Mutual Aid Agreement. When a request is made for assistance from another agency, the request should be routed to the Sheriff, or his designee, for approval prior to sending any equipment or personnel.
- B. Although it is a state agency, the Tennessee Bureau of Investigation may also be used upon authorization of the District Attorney General.
 - C. Deputies participating in a mutual aid action outside of Blount County will have law enforcement powers within the requesting jurisdiction while actively on duty, and only during the time of the emergency. Deputies participating in mutual aid actions outside of Blount County will be considered employees of the requesting agency for tort liability purposes.
 - D. Sheriff's Office communications equipment has the capability to maintain radio communications with other area law enforcement agencies in Blount County, and the Communications Center has the capability of communicating with agencies outside of Blount County.
 - E. Deputies who are participating in mutual aid actions should report to the designated incident commander from the requesting agency. If there are concerns about what actions to initiate, Deputies should contact the requesting agency's incident commander for direction or clarification.
 - F. The requesting agency may be responsible for compensating the provider agency for certain expenditures associated with the type of aid provided.
 - G. Annually, the Chief Deputy, or designee, should meet and review procedures, and make any necessary revisions in the Mutual Aid Agreement.

1.08.02 Federal and/or National Guard Assistance

- A. In the event of an emergency that, in the opinion of the Shift Supervisor, requires federal law enforcement assistance, the Shift Supervisor will use the chain of command to notify the Chief Deputy and/or Sheriff who are authorized to solicit aid from the appropriate federal agency. The Communications Center will maintain current telephone numbers of federal law enforcement agencies.
- B. Federal agencies readily available to the Sheriff's Office are as follows:
 1. Federal Bureau of Investigation.
 2. Bureau of Alcohol, Tobacco, and Firearms.
 3. Internal Revenue Service.
 4. United States Marshall's Service.
 5. Drug Enforcement Administration.
 6. Immigration and Naturalization Service.
 7. Tennessee Valley Authority.

8. Department of Interior, National Park Service

- C. In accordance with *TCA 58-1-106*, the Governor of Tennessee has the power in cases of invasion, disaster, insurrection, riot, or any combination of the above, to order into active service of the state, for such period, to such extent, and in such manner as he may deem necessary, all or any part of the Tennessee National Guard, but, in accordance with the Tennessee Constitution, may not call the militia into service except in the case of rebellion or invasion, and then only when the General Assembly will declare by law that the public safety requires it, or by resolution of the governing body requesting the aid.
- D. In the event an emergency arises necessitating the call out of the Tennessee National Guard, the Sheriff, or his designee, will request the call out through the County Mayor, who will relay the request to the Governor's office.

CHAPTER 2: Patrol Functions

Patrol is a primary law enforcement function embracing much more than the act of patrolling. Deputies engage in a wide variety of activities including, but not limited to: enforcing traffic/criminal laws, answering complaints, conducting follow-up investigations, community relations, transporting prisoners, and crime prevention activities.

2.01 Patrol Functions, Duties, and Responsibilities

The primary functions, duties, and responsibilities of Patrol will include, but are not limited to, the following:

- Preventive patrol.
- Crime prevention and repression.
- Response to calls-for service.
- Investigations of offenses and other incidents including the arrests of offenders.
- Traffic control, direction, and enforcement.
- Traffic accident investigation.
- Maintenance of public order.
- Providing emergency response and services.
- Development and maintenance of good relationships between the public and the Sheriff's Office.

The Sheriff's Office will respond to emergency and non-emergency incidents within the jurisdictional boundaries of Blount County 24 hours a day, each day of the week.

2.01.01 Shift Schedules

- A. Day shift will be 0600 to 1600 hours.
- B. Evening shift will be 1500 to 0100 hours.
- C. Night shift will be 2000 to 0600 hours.
- D. Patrol Deputies will work 10-hour shifts for 4 continuous days, and then are scheduled for 3 days off. Each Deputy will shift off days every 28 days. Shifts do not rotate.
- E. The Patrol Captain or designee will maintain and distribute patrol shift schedules that provide for continuous patrol coverage.

2.01.02 Shift Assignments

- A. Assignments to a patrol shift will be based on, but not limited to, the following considerations:
 - 1. Seniority and experience.
 - 2. Deputy's performance history.
 - 3. Compatibility.
 - 4. Need for specialized skills training.
 - 5. Field Training Officer requirements.
 - 6. Service on the Special Weapons and Tactics Team (SWAT).

- B. Regular days off are determined by the posted shift schedule. Shift Supervisors will schedule vacation, holidays, sick leave, compensatory time off, and any other time off for personnel on their shifts. In regard to such additional days:
 - 1. The Patrol Captain or designee will establish minimum staffing levels for each work group to insure adequate manpower to provide proper and efficient patrol coverage.
 - 2. Deputies may be granted days off on a seniority basis. However, supervisors may reschedule or cancel days off for good cause, such as heavy workload or emergency situations.
 - 3. Lieutenants, Sergeants, and Corporals will not be off on the same day unless approved by the Patrol Captain or designee, who will coordinate their days off with the Deputy Chief of Patrol and Public Safety.

2.01.03 Zone Assignments

- A. Zones are created by the Deputy Chief of Patrol and Public Safety taking the needs of the community into consideration.

- B. Patrol Deputies will not routinely be rotated among the different zones, but supervisors may assign Deputies to different zones as necessary to provide coverage for the entire jurisdiction of the Sheriff's Office to acquaint personnel with areas in which they are unfamiliar, or other reasons for the benefit of Deputies, citizens, or the agency.

2.01.04 Roll Call Briefing

- A. Shift Supervisors will conduct a roll call briefing at the beginning of each shift. This briefing should, at a minimum, include the following:
 - 1. Information on unusual situations.
 - 2. Status of major investigations, wanted persons, or stolen vehicles.
 - 3. Changes in work schedules or assignments.
 - 4. Changes in directives or new directives

5. Inspections of personnel.
 6. Training.
 7. Information exchange among personnel present.
- B. Personnel from other functions are permitted and encouraged to participate in roll call briefings.

2.01.05 Field Interviews

- A. Deputies should conduct field interviews of suspicious persons they encounter if the Deputy:
1. Has reasonable suspicion to believe the subject may have committed, may be committing, or is about to commit, an offense.
 2. Believes the subject may be a hazard or threat to others.
 3. Believes the interview may have a preventive effect.
- B. Information that should be shared with other personnel, or retained for future reference, will be recorded on a Confidential Information Form.
- C. A casual conversation with someone does not constitute a field interview. A field interview is based on reasonable suspicion, and the person being interviewed has the right to not answer questions or to be detained. A field interview can only be conducted with the cooperation of the subject.
- D. Deputies will use courtesy and tact when dealing with interviewees in an effort to avoid adverse reactions by law-abiding citizens.

2.01.06 Body Armor

Body armor (vests) will be issued to each individual patrol Deputy, and will be worn at all times when on duty, unless specifically ordered otherwise.

2.01.07 Notification of Outside Agencies or Other Functions

- A. The Medical Examiner will be notified when a Deputy discovers, or gains knowledge of, a death of any person under any of the following circumstances:
1. Sudden violence, accident or suicide.
 2. Sudden death when in apparent good health.
 3. Death occurring in the detention centers.
 4. Death appears to have occurred in a suspicious, unusual or unnatural manner.
 5. When a death occurs under circumstances as set forth above, the body will not be removed from its position or location without authorization by the Medical Examiner except to preserve the body from loss or destruction or to maintain the flow of traffic on a highway, railroad, or airport.

6. See Death Investigations in Chapter 4, relating to a review committee that investigates deaths that occur under the circumstances listed above.
- B. Deputies discovering waterline breaks, sewer problems, downed electrical, phone, or television cable wires, or defects in streets or roads, traffic control signs, or signals, that have the potential to pose a danger to public safety, will report them to the Communications Center who will in turn report them to the proper agency. Deputies will advise the Communications Center whether an immediate response is necessary due to immediate threat or danger posed by the hazard. If the needed repair or response poses a significant threat that would cause injury to persons or damage to property, Deputies will take steps to warn the public or otherwise protect them from the danger such as:
 1. Ensuring the responding agency posts warning signs or barricades.
 2. Installing traffic cones, signs, or barricades until the arrival of repair crews.
 3. Establishing traffic control until a repair crew arrives.
 4. Making temporary repairs or taking actions such as removing debris from roadway to the shoulder.
 - C. With the approval of a supervisor, Deputies may request the Communications Center to notify television and radio stations, requesting the public be advised of certain situations where the public must be quickly warned of dangerous situations, detours, or traffic congestion. Instructions on what action the public should take will be included in such notifications. Only limited information should be released to the news media during such events. Details, such as names of victims, extent of the emergency, and cause of an accident or incident, will not be released through Communication Center notification, but only be under guidelines established by other GO's related to news and press releases.
 - D. In all major crimes, as determined necessary by the Shift Supervisor, Investigations will be notified to respond to take charge, using the initial responding Deputy for assistance for the completion of preliminary reports.

2.01.08 Emergency Messages

- A. When possible, personnel should assist citizens, hospitals, doctors, and other law enforcement and public welfare agencies in delivering emergency messages regarding serious injury, illness, or death. Response to messages of a less serious nature will be at the discretion of the Shift Supervisor.
- B. Assistance should be given by dispatching a Deputy, or a Sheriff's Office Chaplain when possible. The dispatch of Deputies to deliver emergency messages will be prioritized based on the merits of the message.

- C. Information received from sources not known to law enforcement should be verified before notification to prevent false reports and incorrect information from being delivered.

2.01.09 Messages to Families (Revised 05/01/06)

- A. Death messages should be delivered by one of the Sheriff's Office Chaplains, if possible. For an incident that requires the notification of next of kin, a chaplain should be notified.
- B. Deputies may, at their discretion, have other Deputies, clergymen, medical personnel, relatives, or close friends of the person receiving the message present when the message is delivered.
- C. Notification may be made by telephone, or by leaving a message, only if no adverse reactions are expected. If an emergency message cannot be delivered in person, the message should be limited to directing the person to contact a specific telephone number where someone with knowledge of the emergency can be contacted.
- D. Deputies may need to delay divulging full information until the person receiving the news is in an environment that can deal with the emotional stress of the message. For example, advising parents of the death of a son or daughter may be delayed until they arrive at an emergency room where there are personnel equipped and trained in dealing with grief.
- E. Deputies will be considerate and exercise respect for persons receiving emergency messages that involve stress or grief, and will offer any reasonable assistance appropriate to the circumstances, such as summoning friends, relatives, or clergymen.
- F. Procedures relating to the serious injury or death of a Sheriff's Office employee are covered in the *Sheriff's Office Human Resources Policies and Procedures Manual*, Section 6.01.

2.01.10 Missing Persons

- A. Deputies responding to a missing person report will immediately gather the following information, if possible:
 - 1. The person's name.
 - 2. The person's age.
 - 3. Description of the person and a picture, if available.
 - 4. Description of clothing that the person was last known to be wearing.
 - 5. Date and time the person was last seen or heard from.
 - 6. Last known location.

7. Description of any automobile that the person could be in.
8. Whether the missing person is believed to be in any danger.
9. Whether the person has given any indication of intending to harm himself/herself or anyone else.
10. Whether the person has been missing before.
11. Any locations where the person may have gone.
12. Whether the person has any medical or mental problems.
13. Circumstances surrounding the disappearance.
14. Whether foul play is suspected.
15. The responding Deputy will complete an Incident Report and ensure that a Missing Persons NCIC Computer Entry Authorization report is made.

B. Distribution of information regarding a missing person will include the following:

1. A missing person will be entered into the TIES/NCIC computer system as soon as possible if the person is:
 - a. Under 18 years of age.
 - b. In the company of another person under circumstances indicating that his/her physical safety is in danger.
 - c. Missing under circumstances indicating that the disappearance was not voluntary.
 - d. Under a physical or mental disability or is senile, thereby subjecting himself/herself or others to personal and immediate danger.
2. The missing person will be entered into the Tennessee Missing Person File if the person:
 - a. Has a physical or mental disability.
 - b. Is endangered.
 - c. Is involuntarily missing.
 - d. Is a juvenile.
 - e. Is a disaster victim.
3. If the missing person is any person believed to be in danger, or a juvenile, and the complainant believes the person could be traveling to a location outside the jurisdiction of the Sheriff's Office, the Communications Center will contact the appropriate agency with jurisdiction over that location.
4. Information on missing persons will be passed on to the oncoming shift at roll call.
5. The offense report will be forwarded to Investigations for follow up.
6. When a person reported as missing is located, the clearing Deputy will file an appropriate report and notify the Communication Center. Appropriate personnel will remove the information from the TIES/NCIC computer system.

- C. Deputies must consider all aspects of each report when deciding exactly what action to take. Persons reported missing will be located, if practical, and their safety ascertained.
- D. If the initial Deputy determines that a search for the missing person is necessary due to possible endangerment, he/she will relay the pertinent information to the patrol supervisor on duty. The patrol supervisor may authorize an area search and/or roadblock checkpoints as necessary, and may request help from other agencies.
- E. Upon discovery of the location and condition of a missing person, the assigned Deputy will notify the complainant in an appropriate manner. The Investigator assigned to the case will make follow-up contact with the complainant.

2.01.11 Alarm Responses (Revised 04/28/15)

Alarm devices are a means of notifying law enforcement that a robbery or burglary is in progress when the use of a telephone is impractical or impossible. Deputies will exercise sound judgment and proceed with extreme caution when answering any type of alarm call.

When clearing residences or businesses, deputies should utilize secondary radio frequencies after informing the dispatcher they are switching over. Radio contact should be maintained with the dispatcher at all times.

A. Activated Alarms

1. When a silent alarm is activated, the Communications Center will dispatch the zone unit immediately to the alarm location. Other available units will proceed to the area in their respective zone closest to the location and standby maintaining radio silence, unless another emergency exists.
2. Normally, responding units will respond without blue lights and siren. However, should circumstances change that discretion is left to the responding deputy as it relates to current policy.
3. After responding units have arrived and are in position, the dispatcher will immediately initiate and maintain telephone contact with the business or home until such time that the responding Deputy(s) clears the situation. Dispatchers will telephone businesses only during working hours. If the telephone call goes unanswered, responding units will be advised of such.

B. Bank Alarms

1. Prior to arrival, responding units should have a plan of action.
2. Units should attempt to arrive simultaneously and position themselves at opposite corners of the building, but not in front of entrances or windows, if

possible. Suspects leaving the building should not be able to readily see the law enforcement vehicles.

3. Deputies should approach entrances with caution using available cover to their best advantage, but should not enter the building. A bank officer should appear outside.
4. If no bank officer approaches in a reasonable time, and the dispatcher has telephone contact with the bank, then Deputies should consider the alarm to be a robbery in progress. In this event, Deputies should maintain a safe position and advise the dispatcher.
5. If it is determined that the situation is a false alarm:
 - a. Only 1 Deputy will enter the bank, and the backup Deputy(s) will standby maintaining radio contact with the dispatcher.

C. Business Alarms

1. All possible exit areas should be covered. If the business is closed, the owner or other individual should be notified immediately.
2. A business showing no physical signs of a break-in should be entered only after the owner arrives and Deputies should conduct a complete and thorough search of the premises.
3. Deputies at a scene of an activated alarm, who have cause to believe that a break-in has taken place and the perpetrator(s) are still inside the building, should take the appropriate action to apprehend the suspect(s).

D. Residential Alarms

1. An attempt should be made to contact the owner or person left in charge of the residence before entering, and the area around the residence should be checked for suspicious persons and/or vehicles. Unescorted entry should only be made if a suspect is believed to be still on the premises or for a medical emergency.
2. If a robbery or burglary has taken place, and such notice is conveyed by telephone, dispatch will attempt to obtain any available information as to the suspect's description, mode and direction of travel, and will advise the business or home to keep everyone out except authorized personnel.
3. Deputies will proceed with caution in the event a suspect(s) are in the immediate area.
4. Secure crime scene and all physical evidence and summon appropriate personnel.

E. False Alarms

If a responding Deputy(s) determine the situation to be a false alarm, they will advise the dispatcher by telephone or radio that the alarm was of a false nature.

2.01.12 Criminal Warrants (Revised 6/07/07, 04/28/15)

Service of criminal warrants should be based on a number of security/safety factors such as but not limited to; offender background to resist/fight and or flee, warrant charge, location of arrest, weapons involved, multiple arrestees, bystanders/civilians present, etc. Other factors may be present and should be considered. As always, the Deputy will notify the 911 Communications Center prior to serving the criminal warrant. The Deputy should also notify their immediate supervisor, when appropriate, prior to serving the criminal warrant, especially if those circumstances listed above exist. The safety of both the Deputy and the general public will always be the key element in planning for an arrest.

2.01.13 Civil Disputes (Added 09/21/11)

Deputies are frequently called to the scene of a civil dispute where no crime has been committed. The presence of Deputies at such scenes is primarily to preserve the peace and to prevent a crime from occurring; it is not to give legal advice. Deputies should avoid becoming unnecessarily involved in civil disputes and may advise the parties to seek the advice of legal counsel, or other appropriate sources, but not recommend particular attorneys. Deputies may also refer the parties to the Circuit Court Clerk or Clerk and Masters Office with questions regarding the filing or service of civil related documents. Domestic disturbance calls are not to be considered civil disputes- See General Order 2.15 on handling these calls.

2.02 Blood Borne Pathogens

Most employees of the Sheriff's Office are at risk of contracting infectious diseases due to workplace exposures to blood borne pathogens. Any exposure may result in infection and subsequent illness. Since it is possible to become infected from a single exposure, it is important to make every effort to prevent exposure wherever possible. Toward that end, an exposure control plan has been established to identify tasks and procedures where occupational exposure to blood borne pathogens may occur, to identify the positions whose duties include those tasks, and to implement controls that will reduce the risk of infection by blood borne pathogens. The plan also includes provisions for all affected employees to receive Hepatitis B vaccinations, training, and if necessary, confidential medical evaluation and follow-up.

Blood is defined as human blood, human blood components, and products made from human blood. The following body fluids, organs, and tissues are potentially infectious:

- Human semen.
- Vaginal secretions.
- Cerebrospinal fluid.
- Synovial fluids.
- Pleural fluid.

- Pericardial fluid
- Peritoneal fluid.
- Amniotic fluid.
- Any body fluid contaminated with blood.
- Any unidentified body fluid.
- Any human unfixated tissue or organ.
- Concentrated HIV or HBV viruses.

2.02.01 Sheriff's Office Employees Considered High Risk

A. Most Deputies are assumed to be at high risk for blood borne pathogen infections due to their routine exposure to body fluids from potentially infected sources. Universal precautions are intended to prevent exposures to blood borne pathogens. Occupational exposure may occur in many ways including needle sticks and cut injuries. Neither HBV nor HIV is transmitted by casual contact in the work place. The following protective equipment will be provided:

1. Personal protective equipment for the eyes, face, head, and extremities will be provided, used, and maintained in sanitary and reliable condition whenever it is necessary to protect against contamination by blood or body fluids.
2. Disposable protective gloves will be provided and should be used in the following situations:
 - a. While searching offenders, serving search warrants, and conducting raids.
 - b. In place of, or over, search gloves during the collection of potentially bio hazardous evidence, or when anticipating coming into contact with body fluids.
3. Protective disposable gloves will be issued to all Deputies.
4. Only Sheriff's Office issued disposable protective gloves, deemed appropriate for infection control, will be used. Deputies will wear the proper size.
5. Disposable protective gloves will be worn only once, and will not be used if they are peeling, cracked, discolored, or deteriorated in any way.
6. Used disposable protective gloves will be discarded in regular waste containers unless saturated with blood or body fluids. In such cases, the gloves must be discarded in red bio hazardous plastic bags and given to EMS personnel or disposed of in the Detention Center. If EMS personnel are not at a scene, red plastic bags are to be kept in the trunk of Sheriff's Office vehicles and the material properly disposed of as soon as possible.

B. Gowns, aprons, or protective wear must be worn when blood or body fluids are likely to contact the skin or clothing. Gowns will be made of, or lined with, impervious material, and will protect all areas of exposed skin.

C. Masks and protective eyewear and/or face shields are required when contamination of the eyes, mouth, or nose is likely to occur due to splashes or

airborne material.

- D. Pocket masks (CPR) will be provided to patrol Deputies where the need for resuscitation is likely to occur to eliminate the need for emergency mouth-to-mouth resuscitation.
- E. Only items saturated with blood, or other potentially bio hazardous body fluids, will be placed in red bio hazardous waste containers. Cleaning materials used in other spills (urine, feces, vomit, or very minor blood spills) will be placed in a dumpster or other waste container. If a saturated bio hazardous spill has been placed in the red waste container, the Shift Supervisor must be so informed immediately.

2.02.02 Handling of Evidence

- A. Evidence such as sharps (knives and needles) and other potentially infectious materials will be placed, stored, and maintained in sharps containers in accordance with this policy. Red bio hazardous labels will be placed on the outside of each container. Where occupational exposure remains after these controls, personal protective gear must be used.
- B. Specimens of body fluids will be placed in a well-constructed container with a secure lid to prevent leakage during transport and storage, and will be disposed of in an approved manner.
- C. Articles of clothing, bedding, or other items of evidentiary value containing blood or body fluids, will be allowed to dry and packaged in accordance with the GO relating to the collection and preservation of evidence. A red bio hazardous label will be placed on the outside of the packaging.

2.02.03 Prevention of Disease

- A. Employees at risk of directly contacting blood or body fluids are offered Hepatitis B vaccinations in the amounts and times prescribed by standard medical practice.
- B. Hands and other skin surfaces must be washed thoroughly after removing disposable gloves, and immediately after contact with blood or body fluids. If soap and water are not available. Hand cleaner is available in the storage box of Sheriff's Office vehicles. Use soap and water as soon as it becomes available.
- C. If an employee has a needle stick, cut, or mucous membrane (splash to eye, nose, or mouth) exposure to blood or body fluid, or has an exposure to blood where the employee's skin is chapped, abraded, or otherwise not intact, the source person (the person from whom the blood or body fluid came) will be informed of the incident and will be tested for HIV and HBV infection after consent is obtained. If consent is refused, or if the source person tests positive, the employee will be evaluated clinically by HIV antibody testing and advised to seek medical

evaluation for any acute febrile illness that occurs within 12 weeks after exposure. A physician designated by the county will perform testing. HIV seronegative employees will be retested 6 weeks after exposure, and on a periodic basis thereafter, in accordance with standard medical practices. A First Report of Injury or Illness will also be completed.

- D. Follow up procedures will be taken for employees potentially exposed to HBV, depending on the immunization status and the HBV serologic status of the source person.
- E. At risk employees will receive education on precautionary measures, epidemiology, modes of transmission, and the prevention of HIV/HBV during their Field Training Evaluation Period (FTEP), and periodically thereafter as a part of in-service training.
- F. At risk employees will also receive training in the following areas:
 - 1. The location, availability, and proper use of personal protective equipment.
 - 2. Proper work practices, and the concept of universal precautions as it applies to those work practices.
 - 3. The meaning of color-coding and what constitutes biological and infectious waste.
 - 4. The procedures to follow if exposed to needle sticks, blood, or body fluids.

2.02.04 Work Practice Controls

The following controls are applicable to employees who may reasonably expect skin, eye, mucous membrane, or parenteral contact with blood, or other potentially infectious materials, in performance of their duties:

- A. Hand washing facilities are generally accessible. Antiseptic hand cleaner is available in Sheriff's Office vehicles to be used when soap and water is not available.
- B. Employees will wash their hands as soon as they remove gloves or other protective equipment.
- C. Employees will wash hands and any other skin with soap and water as soon as possible after contact with blood or other potentially infectious material.
- D. Contaminated sharps will be stored in appropriate containers from the time they are collected until properly disposed. Containers must be puncture resistant, labeled with a biohazard warning label, and leak proof. Sharps containers can be obtained from supervisors.
- E. Eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses are prohibited in work areas where there is a likelihood of exposure.

- F. Food and drink will not be kept in any location where blood or other potentially infectious materials are present.
- G. Procedures involving blood, or other potentially infectious materials, will be performed in a manner to minimize splashing, spraying, spattering, or the generation of droplets.
- H. Blood, or other potentially infectious materials, will be placed in leak proof containers from the point of collection to final disposal.
- I. Internal containers for storage, transport, or shipping of bio hazardous materials will be color coded red and marked with the appropriate biohazard symbol.
- J. Personal protective equipment and clothing will be provided by the Sheriff's Office. Hypo-allergenic gloves, glove liners, or powderless gloves, are available for employees who are allergic to the gloves normally provided.
- K. Personal protective clothing and equipment will be removed prior to leaving a contaminated work area, and will be placed in an appropriate biohazard container for disposal.
- L. Uniforms, or personal clothing contaminated by bio hazardous materials, will be changed as soon as possible, and disposed of in an appropriate bio hazard container for disposal, unless it is determined that the clothing can be thoroughly cleaned without further contamination to those doing the cleaning or other clothing. The Sheriff's Office will be responsible for replacing clothing destroyed due to being exposure to bio hazardous materials.
- M. Employees will immediately report any exposure, or potential exposure to contamination, to their supervisor, and immediate action will be taken to initiate a control plan.

2.02.05 HBV Vaccination and Post-Exposure Evaluation and Follow Up

- A. Hepatitis B vaccination is offered at no cost to Deputies, through the county's designated physician, within 10 working days of the initial assignment to a position where occupational exposure to blood borne pathogens is possible, and at any time thereafter that an employee chooses to receive the vaccine.
- B. Employees who do not either receive the vaccine, or sign a refusal form within 10 working days from their initial assignment, will be removed from all possible exposure assignments until such time as a record of the vaccination, or the signed refusal form, are in the employee's personnel file.
- C. When a supervisor receives a report of a possible exposure from an employee, it will be the supervisor's responsibility to ensure that the employee thoroughly cleans the contact area and obtains necessary medical attention. The supervisor

will complete an Incident Report and a First Report of Injury or Illness, and forward them through the chain of command to the appropriate Deputy Chief, immediately.

- D. Following a report of exposure, the employee will receive a confidential medical evaluation and follow up, including documentation of routes of exposure as well as the circumstances under which the exposure occurred. Identification and documentation of the source individual (unless that identification is not feasible or prohibited by law) will be completed as soon as possible. Post exposure treatment will be provided when medically indicated along with counseling and evaluation of reported illnesses.

2.02.06 Records

- A. The Blount County Risk Manager will establish an accurate medical record for each employee experiencing an occupational exposure in accordance with OSHA guidelines. Such records will be kept confidential and will not be reported or disclosed without the employee's express written consent, except as required by law. The Risk Manager will maintain these records for the duration of the employee's tenure, plus 30 years.
- B. Training records will be established in accordance with OSHA requirements and will be maintained for a minimum of 3 years after training has occurred.

2.02.07 Inventory of Personal Protective Equipment

- A. Deputies are responsible for inventorying the personal protective equipment in their vehicle prior to each shift. Missing items and/or low inventory will be reported to a Shift Supervisor who will procure the necessary material. A vehicle should not be placed into service if missing protective equipment cannot be replaced. Items may be taken from vehicles that are out of service, provided the Shift Supervisor informs the Equipment Custodian immediately as to the need for additional protective equipment and/or supplies.
- B. The Equipment Custodian is responsible for maintaining adequate supplies of protective equipment and supplies based on reported usage and need.

2.02.08 Opioid Antagonist (added 05/19/15)

The purpose of this written policy is to establish guidelines and regulations governing the utilization of opioid antagonist by trained personnel within the Blount County Sheriff's Office. The objective is to treat and reduce injuries and fatalities due to opioid-involved overdoses.

Narcotic Investigators and Blount County Sheriff's Office employees designated by the Sheriff are required to be trained in the use of opioid antagonist. Personnel may possess

and administer an opioid antagonist so long as he or she has been trained and has a valid prescription from a licensed healthcare practitioner otherwise authorized to prescribe an opioid antagonist. TCA 63-1-152 provides protection for non-medical individuals from liability when administering an opioid antagonist to reverse an opioid overdose.

TRAINING

- A. All participating personnel will receive initial training that shall include:
 1. An overview of TCA 63-1-152 that permits a person in a position to assist a person at risk of experiencing an opioid-involved overdose to use an opioid antagonist;
 2. Patient assessment, including signs and symptoms of opiate-related overdose;
 3. Universal precautions
 4. Rescue breathing;
 5. Seeking medical assistance;
 6. Administration of an opioid antagonist ;
 7. The potential side effects of an opioid antagonist; and
 8. Opioid antagonist use on pediatric patients
- B. All newly appointed/promoted personnel in above mentioned positions shall receive the initial training within 90 days of his or her first day of assignment.
- C. All participants shall be trained biennially on opioid antagonist administration
- D. Upon successful completion of opioid antagonist training, a qualified physician under contract with the Blount County Sheriff's Office shall prescribe an opioid antagonist for the trained personnel
- E. The Blount County Sheriff's Office will identify an individual to be the coordinator for the opioid antagonist administration program. Their responsibilities include:
 1. Maintaining training records for personnel
 2. Assuring the supply, integrity and expiration dates of the prescribed opioid antagonist; and
 3. Assuring the maintenance of the administration records

OPIOID ANTAGONIST USE

- A. Trained Blount County Sheriff's Office personnel shall request an ambulance to the scene where the aided person is in an overdose situation.
- B. Trained Blount County Sheriff's Office personnel shall use universal precautions for protection from blood borne pathogens and communicable diseases when administering an opioid antagonist.
- C. Trained Blount County Sheriff's Office personnel will determine the need for treatment with an opioid antagonist by evaluating the aided person; if the aided person is unresponsive with decreased or absent respirations he or she should administer the opioid antagonist following the established training guidelines.

- D. Trained Blount County Sheriff's Office personnel shall use proper technique when administering an opioid antagonist; aided individuals who are revived from an opioid overdose may regain consciousness in an agitated and combative state and may exhibit symptoms associated with withdrawal.
- E. Trained Blount County Sheriff's Office personnel shall remain with the aided person until EMS personnel arrive.
- F. Trained Blount County Sheriff's Office personnel shall inform EMS personnel upon their arrival that an opioid antagonist has been administered.
- G. Trained Blount County Sheriff's Office personnel who administer a prescribed opioid antagonist will complete an opioid antagonist report.

MAINTENANCE/REPLACEMENT

- A. An opioid antagonist administration device shall be carried and/or kept in a manner consistent with proper storage guidelines for temperature and sunlight exposure.
- B. An inspection of the opioid antagonist administration device shall be performed during the quarterly line inspections.
- C. Used, lost, damaged, or expired opioid antagonist administration device shall be reported to the Blount County Sheriff's Office administration through the chain of command and will be replaced at the direction of the Sheriff or his designee.
- D. Expired opioid antagonist devices will be properly disposed of according to agency and/or FDA policy.

DOCUMENTATION

- A. Following opioid antagonist administration, Blount County Sheriff's Office personnel shall submit a report to his or her supervisor detailing the following:
 - 1. The nature of the incident;
 - 2. The care the patient received; and
 - 3. The fact that an opioid antagonist was administered
- B. The opioid antagonist incident report shall be submitted to his or her supervisor
- C. Personnel who administer an opioid antagonist device shall generate a case number for the incident regardless if the opioid antagonist is administered to a citizen or a Blount County Sheriff's Office employee. A copy of the opioid antagonist report shall be included with the incident report, if applicable.
- D. If an opioid antagonist is administered to an employee, the supervisor shall also submit a first report of injury through the chain of command to the appropriate Deputy Chief.

2.03 Vehicle Operations

Sheriff's Office vehicles will be driven in a safe and proper manner with the driver acting in full compliance with traffic laws and regulations. Law enforcement vehicles are

conspicuous symbols of authority on the roads, streets, and highways, and the actions of Sheriff's Office drivers are observed by many, placing responsibility on each driver to set a visible example of good driving behavior and habits.

2.03.01 Definitions

- A. **Boxing/Rolling Roadblocks** - Positioning Sheriff's Office vehicles in front, to the rear, and/or sides of a fleeing vehicle, gradually slowing, and causing the fleeing vehicle to slow.
- B. **Forcible Stops** - Any action, such as ramming, roadblocks, "boxing" (rolling roadblock), the use of firearms, or other means that cause a vehicle to change course or stop, wherein such action is forced rather than voluntary.
- C. **Pursuit** - An active attempt by a Deputy in an authorized emergency vehicle to apprehend one or more occupants of a moving vehicle, providing the driver of such vehicle is aware of the attempt, and is avoiding apprehension by maintaining or increasing speed, eluding the emergency vehicle, or failing to stop.
- D. **Roadblock** - An obstruction of a roadway by Sheriff's Office vehicles, traffic barricades, or other objects or materials that will detour, divert, restrict, or stop the flow of traffic.

2.03.02 Vehicle Types

Patrol vehicles are primarily 4 door sedans with special "police package" options. Other vehicles may be used according to GO's for special purpose vehicles.

2.03.03 Markings (Revised 05/30/03, 04/06/04)

- A. Vehicles assigned to Patrol, and used for general and routine patrol service, are conspicuously marked. Markings for patrol vehicles will be as follows:
 - 1. Base color is white.
 - 2. Reflective Blount County Sheriff's Office decals on both sides of the vehicle.
 - 3. Bear the "Emergency 911" reflective decals.
 - 4. Exterior emergency blue and red lights mounted on the roof.
- B. Unmarked vehicles may be used for special patrols or enforcement programs. Unmarked vehicles have emergency lights and sirens if they are used as patrol vehicles. Emergency lights on unmarked vehicles may be dash lights, visor lights, grille mounted lights, or any other style that retains the vehicle's stealth abilities and is readily available for use in traffic stops and emergency situations.

- C. Vehicles assigned to the Traffic Unit are used for general and routine patrol service and are conspicuously marked. Markings for Traffic Unit vehicles will be as follows:
1. Base color is black with reflective Blount County Sheriff on each side of the vehicle.
 2. Bear the emergency “911” reflective decals.
 3. Emergency blue and red lights are mounted so that when activated they are visible from all sides of the vehicle.
 4. Traffic Unit vehicles will be equipped as listed in 2.03.04.

2.03.04 Vehicle Equipment

- A. All vehicles used for routine patrol will be equipped as follows:
1. Flashing blue and red emergency lights (may be mounted on the roof, grille, or other area visible from the front of the vehicle, or may be removable dash or visor lights).
 2. Siren.
 3. First-aid kit.
 4. Disposable rubber gloves.
 5. 3 traffic direction cones.
 6. 1 emergency blanket.
 7. A measuring device.
 8. Fire extinguisher.
 9. A mobile radio.
 10. Spotlight, mounted or portable.
 11. Hand-held flashlight.
 12. Current hazardous materials information.
 13. Traffic vest.
 14. CPR mask.
 15. Finger print kit.
- B. Deputies assigned to patrol vehicles are responsible for ensuring that all equipment is operational and for maintaining an appropriate level of supplies. The Equipment Custodian is responsible for maintaining adequate supplies of equipment and supplies based on reported usage and need. Deputies needing equipment or supplies for their vehicle will submit an Equipment Issue/Replenishment Form to the Equipment Custodian who will fill the order.

2.03.05 Vehicle Maintenance

Fueling, fluid levels, tire pressure, and cleanliness are the responsibility of operators, who will also be responsible for scheduling maintenance and repairs with the vehicle maintenance supervisor.

2.03.06 Vehicle Operation

- A. Employees involved in the ordinary, routine operation of Sheriff's Office vehicles will drive in a safe and prudent manner, obeying all traffic laws.
- B. The driver and all passengers will use seatbelts while in Sheriff's Office vehicles on public roadways.
- C. Under special circumstances, where there is a potential for violence or other hazards in which the use of seat belts may hamper a Deputy's actions, seatbelts may be removed prior to arrival at the destination.
- D. Arrestees, detainees, and inmates traveling in Sheriff's Office vehicles will be properly restrained by seat belts. However, if there is a risk to the Deputy by fastening an offender's seat belt, this requirement may be waived.
- E. Supervisors may grant exceptions to this policy for specific situations in which they deem safety or efficiency of operations to be hampered by the use of seat belts.
- F. Supervisors will respond to all traffic accidents or injuries directly or indirectly involving a Sheriff's Office vehicle. The appropriate Captain, Deputy Chief, the Chief Deputy, and the Sheriff will be notified as soon as possible.
- G. Deputies responding to emergency calls or during pursuit will pass through an intersection with a stop sign or red traffic signal, only after ensuring that it is safe to do so. The utmost caution should be directed toward any intersection, assuring that any oncoming traffic has stopped or slowed sufficiently enough to allow safe passage through the intersection. Deputies should not assume that other drivers see and/or hear their emergency equipment.
- H. At no time will employees use personally owned vehicles for law enforcement purposes, even when off duty.

2.03.07 Audio and Video Recording Systems (Revised 05/30/03, 04/11/06, 09/15/2015)

- A. The routine use of video/audio recordings provides an impartial witness to events as they occur. Procedures below will ensure the integrity of the system and its acceptance by the courts. Use of the audio and video system is mandatory when available.
- B. Recordings will be used to facilitate conviction of arrestee/violators, and to review situations that result in complaints. Recordings will be treated as evidence, and alteration or destruction of recordings will result in disciplinary action.

- C. In-car recordings will automatically download to secure storage located at the BCSO. Should a technical malfunction prevent or disrupt the automatic download, supervisors will access the recording in the affected unit and replace the media card and ensure the recording is placed in secure evidence storage for manual download.
- D. The system will automatically record when emergency lights are activated, or manually if desired. The recording system will be activated under the following circumstances:
 - 1. All calls for service by all involved Deputies
 - 2. All officer initiated activity.
 - 3. Any citizen contact that may be controversial.
 - 4. Reverse camera direction to record arrestees until removed from a vehicle in the Sally Port of the Adult or Juvenile Detention Center if vehicle is not equipped with a rear facing camera.
- E. It will be noted on an Incident Report when the recording device has been used with the unit number. In situations where a recording was not made as required, a Deputy will explain fully the reason(s) for not using the recording system.
- F. At the beginning of each shift, a Deputy will properly install the microphone on the uniform so that it is open and easily accessible.
- G. Prior to recording an incident, ensure the camera is properly positioned and that the microphone is functioning. If conducting an interview or sobriety check, ensure there is a clear field of vision so as to obtain the best possible evidence. When Deputies are recording an incident they will ensure the vehicle's AM/FM radio is turned off or the volume is low enough that it does not interfere with the quality of sound on the video.
- H. Collection and storage of Mobile Vision System is done automatically by a wireless downloading system to a server located within Information and Technology on the third floor of the justice center. All records through this system will be stored for a period of 2 years unless otherwise needed.
- I. When anyone, other than another law enforcement agency, requests a copy of a DVD not involved in a criminal proceeding, a fee of fifty dollars (\$50.00) will be charged, collected, and receipted by Records personnel prior to the DVD being released.
- J. Only those deputies that have received specialized instruction and demonstrated proficiency in the proper operation and use of DVR (Digital Video Recorder) equipment will be authorized by the sheriff's office to operate such equipment for enforcement purposes.

- K. The care and security of DVR equipment is the responsibility of the deputy assigned to that vehicle. DVR systems will be maintained and operated according to the manufacturer's instructions and recommendations. All DVR systems will be inspected by a shift supervisor during quarterly line inspections and documented on the BCSO line inspection form. In the event of a malfunction to the DVR system, the deputy will report the malfunction to his/her supervisor immediately to streamline a repair of the system by the Fleet Manager. Prior to beginning a tour of duty, the assigned deputy will perform an inspection to ensure that the DVR installed in his/her, assigned vehicle is working properly and is performing in accordance with the manufacturer's recommendations covering the following:
1. The audio/microphone components of the cruiser DVR system will be worn, operated, and maintained in accordance to the manufacturer's recommendations in order to achieve optimal audio performance from the equipment.
 2. Ensure there is adequate storage capacity on the DVR equipment prior to its use.
 3. The camera lens and windshield are free of debris, and the lens is facing the intended direction.
- L. Patrol Lieutenants will be responsible for monthly review of a minimum of one video from five deputies assigned to his/her shift, in addition to any video that is reviewed for complaint purposes. The reviews will be documented on the Supervisor Monthly Review of Deputies Video Form and forwarded to the Patrol Captain. All supervisors who have deputies assigned to his/her shift with DVR systems, will be responsible for ensuring the deputy is proficient in care and use of the system.
- M. Patrol Deputies will receive training on the use of the system during the FTO (Field Training Officer) Program and all deputies will receive training upon issuance of a vehicle equipped with the DVR system by the Fleet manager or Designee. Deputies will have access to a User's Guide Manual and will remain familiar with the operations of the unit.

2.03.07.01 Audio and Video Recording Systems (Body Worn Camera) (March 28, 2016)

PURPOSE

Body-worn cameras (BWC) are an effective law enforcement tool that can reduce violent confrontations and complaints against officers. Body-worn cameras provide additional documentation of police-public encounters and may be an important tool for collecting

evidence and maintaining public trust. Blount County Sheriff's Office has adopted the use of body-worn cameras to accomplish several objectives.

1. Body-worn cameras allow for accurate documentation of police-public contacts, arrests, and critical incidents. They also serve to enhance the accuracy of deputy reports and testimony.
2. Audio and video recordings enhance Blount County Sheriff's Office's ability to review probable cause for arrest, deputy and suspect interaction, and evidence for investigative and prosecutorial purposes and to provide additional information for deputy evaluation and training.
3. Body-worn cameras may also be useful in documenting crime and accident scenes or other events that include the confiscation and documentation of evidence or contraband.

BCSO recognizes that video images cannot always show the full story nor do video images capture an entire scene. The use of body-worn cameras does not reduce the requirement to provide thorough written documentation of an incident. Persons reviewing recordings must also be cautious before conclusions are reached about what the recordings show.

POLICY

It is the policy of the Blount County Sheriff's Office that deputies will activate the Body Worn Camera (BWC) when such use is appropriate to the proper performance of his or her official duties, where the recordings are consistent with this policy and law. This directive is intended to provide deputies with instructions on when and how to use body-worn cameras. Body-worn cameras should be utilized to (1) collect evidence that can be used in the prosecution of criminal offenses, (2) record contacts with the public in order to secure unbiased evidence in connection with investigations, (3) allow for supervisory review to ensure that BCSO policies and procedures are followed, and (4) capture footage that would be helpful for training.

DEFINITIONS

1. Body-worn cameras -camera systems designed to be worn by Deputies to capture digital multimedia evidence.
2. Digital Multimedia Evidence or "DME" - consists of all digital recordings, to include but not limited to audio, video, photographs, and their associated metadata. Metadata includes any digital identifiers that are captured as part of the actual recording, such as date/time, GPS coordinates, labeling, etc.
3. Spontaneous Contact – Contact of an unplanned or instant nature such as when a deputy is approached or confronted by a citizen while on routine patrol, or break.

LEGAL ISSUES

1. Body-worn camera equipment and all data, images, video and metadata captured, recorded, or otherwise produced by the equipment is the property of the Blount County Sheriff's Office. The personal use of all information recording by body-worn cameras shall only be pursuant to the prior written approval of the sheriff or designee.
2. Use of body-worn cameras for any purpose other than in accordance with this policy is prohibited.
3. All data, images, video and media data captured by body-worn cameras are subject to state statutes and Blount County Sheriff's Office policies regarding retention of records.

PROCEDURE

1. Prior to using a body-worn camera, deputies shall receive BCSO-approved training on its proper operation, care and the BCSO's policy with respect to the use of the body-worn camera. Deputies will receive training during the FTO (Field Training Officer) Program and will have access to a User's Guide Manual. Additional training shall be provided at periodic intervals to ensure the continued effective use of the equipment, proper calibration and performance, and to incorporate changes, updates, or other revisions in policies or equipment.
2. Body-worn cameras and equipment should be used with reasonable care to ensure proper functioning. Equipment malfunctions shall be brought to the attention of the Deputy's supervisor as soon as possible so that a replacement unit may be assigned. Deputies shall inspect and test body-worn cameras prior to each shift to verify proper functioning, and shall notify their supervisor as soon as possible of any problems.
3. Shift Supervisors should inspect and document the condition and functioning of Body-Worn Cameras as part of the BCSO required quarterly Shift Inspection.
4. In the event that a body-worn camera is lost, upon discovery the Deputy shall immediately notify his/her supervisor.
5. Body Worn Camera (BWC) equipment is issued primarily to uniformed personnel as authorized by this agency. Deputies who are assigned Body Worn Camera (BWC) equipment must use the equipment unless otherwise authorized by supervisory personnel.
6. Deputies will notify a supervisor when they believe a recorded event may hold training value.

7. Deputies assigned the Body Worn Cameras (BWCs) for field use, will not edit, alter, erase, duplicate, copy, share, or otherwise distribute in any manner Body Worn Camera (BWC) recordings.
8. If a deputy is suspected of wrongdoing or involved in an officer-involved shooting or other serious use of force, the sheriff's office reserves the right to limit or restrict an officer from viewing the video file.
9. Deputies will note in incident, arrest, and related reports when body worn camera (BWC) recordings were made. The report notation should contain the body worn camera ID number (i.e. Body Worn Camera # 2 utilized). However, Body Worn Camera (BWC) recordings are not a replacement for in car video camera or written reports.
10. Recordings from body worn cameras (BWCs) are considered evidence and will be treated as such.
11. Law enforcement personnel will use only Body Worn Cameras (BWCs) issued by this department. The Body Worn Camera (BWC) equipment and all data, images, video, and metadata captured, recorded, or otherwise produced by the equipment is the sole property of the agency.

OPERATION OF BODY-WORN CAMERAS

The following shall govern all use of BCSO body-worn cameras:

A. Activation

1. Deputies shall wear body-worn cameras above the midline of their torso and in position designed to produce an effective recording.
2. Except as otherwise provided in this policy, Deputies shall activate body-worn cameras to record contacts with citizens in the performance of official duties to include:
 - A. All Dispatched Calls
 - B. Interviews of victims and/or witnesses
 - C. Field interrogations of suspects
 - D. During any investigative detention
 - E. All traffic stops / vehicle pursuits
 - F. Any search of private property, including vehicles, both on warrant or probable cause occasions.

G. Vehicle Accident Assistance / Traffic Control

H. All spontaneous contacts of an official or adversarial nature

I. When in doubt of whether to activate a body camera, a Deputy should activate

3. If a Deputy fails to activate a body-worn camera, or fails to record the entire contact, the Deputy shall document the reasons for doing so.
4. Deputies assigned a body-worn camera may use the camera at approved off-duty employment, but only in connection with their Department duties.

B. Deactivation

The body-worn camera may be turned off when:

1. The event has concluded.
2. Victim and/or witness contact has concluded.
3. All persons stopped have been released.
4. Once an arrestee has been placed into a vehicle to be transported to a detention facility. However, upon arrival at the detention facility the deputy shall activate the body-worn camera while custody of the individual is transferred to the detention facility.
5. Unless the interaction with a citizen is in an undercover assignment, at the Deputy's discretion they may inform individuals that they are being recorded. Deputies have no obligation to stop recording in response to a citizen's request if the recording is pursuant to an investigation, arrest, lawful search, or the circumstances clearly dictate that continued recording is necessary. At the Deputy's discretion he/she may evaluate the situation and when appropriate, honor the citizen's request. The request to turn the camera off should be recorded, as well as the Deputy's response.

C. Body-worn cameras shall not be used to record:

1. Deputies shall not be required to activate body-worn cameras when engaged in conversations with individuals with whom the officer is in a privileged relationship (e.g., spouse, attorney, Deputy peer counselor, labor representative, minister, etc.).
2. Communications with other BCSO personnel.
3. Encounters with undercover deputies or informants.
4. When a Deputy is on break or is otherwise engaged in personal activities.

5. In any location where individuals have a reasonable expectation of privacy, such as a restroom, locker room, or break room.
6. When a Deputy would be recording a patient during a medical or psychological evaluation by a clinician or similar professional, or during treatment. When recording in hospitals or other medical facilities, Deputies shall be careful to avoid recording persons other than the suspect.
7. Communications made in a psychiatric facility, unless responding to a call involving a suspect who is thought to be present in the facility.
8. Court proceedings or testimony

D. STORAGE

All Body Worn Camera (BWC) files will be securely downloaded no later than the end of each shift. Each file will contain information related to the date, BWC identifier, and assigned deputy. The procedures for downloading files from the BWC to the server are as follows:

- a. Remove the (BWC) from the deputy's person and plug the BWC into the docking station/charging cradle which is located in the patrol write-up room
- b. Within a ten minute period, the video should be downloaded

All images and sounds recorded by the Body Worn Camera (BWC) are the exclusive property of the Blount County Sheriff's Office. Accessing, copying, or releasing files for non-law enforcement purposes is strictly prohibited.

All access to Body Worn Camera (BWC) data (images, sounds, and metadata) must be specifically authorized by the Sheriff, Chief Deputy, or designee, and all access is to be audited to ensure that only authorized users are accessing the data for legitimate and authorized purposes.

Files are securely stored in accordance with state records retention laws and no longer than useful for purposes of training or for use in an investigation or prosecution.

E. SUPERVISORY RESPONSIBILITIES

1. The Patrol Captain is responsible for the assignment of Body Worn Cameras (BWCs) based upon the availability of the equipment and the needs of the agency.

- a. Priority of assignment is to the Patrol personnel, including Traffic Safety Unit, first, based upon equipment availability, except when Investigations or other components have high risk operations where the need for Body Worn Cameras (BWCs) are of greater priority.
2. Supervisory personnel will ensure that deputies equipped with Body Worn Camera (BWC) devices utilize them in accordance with policy and procedures defined herein.
3. Patrol Lieutenants will be responsible for monthly review of a minimum of one video from five deputies assigned to his/her shift, in addition to any video that is reviewed for complaint purposes. The reviews will be documented on the Supervisor Monthly Review of Deputies Video Form and forwarded to the Patrol Captain. All supervisors who have deputies assigned to his/her shift with Body Worn Cameras will be responsible for ensuring the deputy is proficient in care and use of the system.

F. RELEASE OF BODY WORN CAMERA RECORDINGS

1. Any request for the release of body worn camera recordings will be directed to the Public Information Officer or designee. The release of recordings will be consistent to General Order 2.03.07 I.

2.03.08 Classification of Call Response

- A. **Non-Emergency - Routine** - Deputies will respond safely, obeying all traffic laws. Use of audio and visual emergency devices are not needed. Normal driving operation should be used when responding to routine incidents where there are no immediate threats to life or property. These incidents include, but are not limited to, the following:
 1. Intoxicated persons who are not in apparent immediate danger.
 2. Traffic accidents without injury and where there is no apparent danger to anyone.
 3. Minor crimes that have already occurred.
 4. Service calls that are not crime related.
- B. **Emergency** - Deputies will respond quickly and safely, using audio and visual emergency devices to signal operators of other vehicles in accordance with *TCA 55-8-108*. This level of response should only be used when responding to serious incidents that require immediate attention and could involve a threat to life and/or property. Such incidents include, but are not limited to:
 1. Traffic accidents with injuries.
 2. Property crimes, such as a burglary, which are in progress.

3. Assaults or fights in progress and domestic violence in progress.
4. Fires involving possible threats of injury or loss of life.

2.03.09 Pursuits (Revised 04/11/06, 04/03/12)

I. DEFINITIONS

- A. **Simple Pursuit:** Where the suspect driver is refusing to stop for an emergency vehicle but is not traveling at a high rate of speed or engaged in the erratic or unsafe operation of his/her vehicle.
- B. **High Speed Pursuit:** Following a vehicle in order to overtake/apprehend a suspect vehicle wherein such action requires traveling at speeds in excess of the posted speed limit by greater than ten miles per hour or the application of tactical driving techniques as defined below in Paragraph "E".
- C. **Sustained High Speed Pursuit:** A high speed pursuit becomes a sustained high speed pursuit when the violator attempts to evade the pursuing vehicle by speeding up, taking evasive action, violates other state traffic laws, or stop and go tactics after the pursuing deputy activates his/her emergency lights and siren. No deputy of this agency shall become involved in a sustained high-speed pursuit unless the vehicle being chased contains a suspect believed to have committed a serious offense as defined below in Paragraph "D".
- D. **Serious offenses include, but are not limited to the following:** murder, rape, robbery, felony assault, and offenses involving the discharge of a firearm, kidnapping, or act of terrorism.
- E. **Tactical Driving:** Those emergency vehicle operation skills taught by the Sheriff's Office Training Staff and approved by the Tennessee Police Officers Standards and Training Commission. Those skills may include, but are not limited to: high speed driving, evasive driving, and inclement weather driving skills.
- F. **Roadblocks and Forcible Stop –** Deliberate contact or possible contact between vehicles or utilization of the Safety Stopper Deployment Device. Examples of a Roadblock or Forcible stop include: Box-In Technique or Precision Mobilization Technique (PIT).
- G. **Termination –** To immediately cease to follow the previously pursued vehicle.

II. POLICY – GENERAL

- A. **Deputies involved in a simple or high-speed pursuit of a vehicle or a sustained high-speed pursuit shall exercise caution and restraint, keeping in mind the risks involved**

to all parties concerned. The necessity for pursuit or apprehension must be balanced against the probability and severity of damage or injury that may result. If a pursuit creates a clear and unreasonable danger to the deputy, the suspect, or other users of the highway, the safety of all concerned may outweigh the necessity for immediate apprehension, and the pursuit shall be terminated.

Road and weather conditions, traffic volume, location, and time of day or night, type of area (business, residential, rural, urban) must be considered as factors in determining the rate of speed, the duration of the pursuit, and the necessity of initiating/continuing a pursuit. The condition of this Agency's vehicle and availability of additional law enforcement units to assist in the pursuit/intercepting of suspect vehicle shall also be considered.

- B. In cases involving vehicle and traffic violations, if a deputy is able to obtain visual verification of the license number of the vehicle and the operator of that vehicle refuses to stop, the pursuit shall be terminated unless a supervisor authorizes continuation. If the suspect driver's identity has been established to the point that later apprehension by warrant or other means or tactics is possible, and there is no longer any need for immediate apprehension, the pursuit shall be terminated. A reasonable and prudent speed in pursuit of a vehicle involved in a traffic violation requires more restraint than pursuit of a vehicle known or reasonably believed to be involved in the commission of a serious offense.
- C. Deputies involved in a high-speed pursuit and sustained high-speed pursuit should be aware that at some time during the course of the pursuit, the most reasonable course of action might be termination of the pursuit. It must be remembered that communications allow for rapid dissemination of information to set up roadblocks or other means of interception. The safety of the deputies and other parties, including those not directly involved, may dictate termination of pursuit, either at the discretion of the deputy involved or at the direction of the supervisor.
- D. Vehicles transporting any person who is not a sworn employee of the Blount County Sheriff's Office may engage in pursuits or emergency responses only if authorized by a supervisor. No Deputy will become involved in a pursuit or emergency response when escorting or transporting an arrestee, detainee, or inmate.
- E. Only those Deputies who are POST certified or Reserve Deputies who have completed the POST equivalency training required to work solo patrol are authorized to become engaged in a pursuit. The only exception will be if a supervisor authorizes a NON – POST certified Deputy to become engaged in a pursuit.

III. EMERGENCY EQUIPMENT OPERATIONS

- A. For the purpose of this General Order, “emergency equipment” includes:
 - 1. Primary Devices – consisting of red and blue emergency lights and siren
 - 2. Secondary Devices – consisting of headlights, emergency vehicle flashers, auxiliary lights, and spotlights.
- B. The red and blue emergency lights and siren shall be engaged during all high-speed pursuits to signal other users of the traffic-way that emergency conditions exist and the right-of-way should be relinquished to the emergency vehicle. The simultaneous uses of the emergency lights and siren shall be required in all emergency responses and pursuits.
- C. In addition to the use of the emergency primary devices, all members of this Agency are encouraged to use secondary devices, such as the headlights, emergency flashers, and the spotlight.

IV. SIMPLE PURSUIT

In comparison to high-speed pursuits, simple pursuits generally do not require the same level of response and action by Deputies, nor do they offer the same amount of risks to the Deputy, the suspect, other agencies or the general public.

- A. For those cases in which a Deputy initiates a simple pursuit for minor traffic offenses and other minor violations, the Deputy will report his/her pursuit to the dispatcher and advise them of their location, direction of travel, description of the vehicle, justification for the pursuit, and if possible, the license number and the number of occupants in the vehicle.
- B. Only one unit shall be involved in a simple pursuit. Other units may provide back-up assistance, limiting their response to non-emergency driving, unless circumstances dictate the need for quicker response.
- C. Deputies involved in simple pursuits shall operate their vehicles in a reasonable manner, avoiding danger to the general public.

V. HIGH SPEED PURSUIT AND SUSTAINED HIGH SPEED PURSUIT

Deputies becoming involved in a high speed pursuit or sustained high speed pursuit shall immediately advise the dispatcher of the location, direction of travel, description of the vehicle, justification for the pursuit, and if possible, the license number and the number of occupants in the vehicle. A supervisor may order the deputy to discontinue the pursuit at any point. When given this order, the deputy shall immediately terminate the pursuit. Location should be given when any pursuit is terminated.

A. Control of the Pursuit

1. Number of Units Participating

- a. The number of law enforcement units involved in any pursuit will be subject to the discretion and direction of the involved supervisor.
 1. Primary Unit: The first unit directly behind the suspect vehicle.
 2. Secondary Unit: The first unit directly behind the primary unit.
- b. Deputies not involved in the pursuit shall remain alert to its progress and location.
- c. If an aviation unit is available, the pursuing deputy(s) shall continue to follow the vehicle until the aviation unit has joined the pursuit and has advised they have a visual on the pursuing vehicle. At that time, all ground units shall terminate the pursuit, but shall continue to follow at a safe distance.
- d. Aviation, if used will advise Deputies following the vehicle of its actions and warn deputies of any traffic hazards or other important information. The supervisor on duty still maintains the authority of the pursuit.

2. Primary Unit Responsibilities

The first responsibility of the deputy in the primary unit is deciding whether or not to become involved in a pursuit, and after becoming involved in the pursuit, whether the pursuit should be terminated. It is also the responsibility of the primary unit, along with all the deputies involved in the pursuit to apprehend the suspect(s) without unnecessarily endangering himself/herself or others. Unless relieved by a supervisor, said deputy shall be responsible for directing the pursuit. It shall be the responsibility of the primary unit to notify the Communications Center by radio of the following:

Unit Number

Reason for pursuit

Location and route of vehicle

Complete description of the vehicle

State and license plate number when possible

Number and sex, if possible of occupants of vehicle

Speed of vehicle

Traffic Volume

Pursuit status

3. Secondary Unit Responsibilities

The secondary unit, upon joining the pursuit, shall immediately notify the communications center that there are two or more units involved in the pursuit. Additional units shall gain permission from a supervisor prior to joining the pursuit. The secondary unit(s) shall be responsible for backing up the primary unit and broadcasting pertinent information unless relieved of that duty by a supervisor.

4. Additional Unit Responsibilities

Additional units assisting in a pursuit shall notify the communications center of their joining any pursuit-related activity. Response shall be at normal speeds and without emergency lights/siren, unless otherwise dictated by circumstances or authorized by a supervisor. All units in the pursuit shall remain alert to the progress of the pursuit, its direction of travel, and other related information, in order to locate themselves in a position to assist.

5. Supervisor Responsibilities

The shift supervisor shall monitor the pursuit and continually assess the situation. It is the supervisor's responsibility to ensure that any pursuit is conducted within the guidelines contained in this order. If necessary, the supervisor shall assert control by directing specified units in or out of the pursuit, reassigning the primary or secondary units, requesting assistance from other agencies, or terminating the pursuit.

6. Communications Center Responsibility

When the communications center is notified of a deputy becoming involved in a pursuit, the dispatcher shall maintain radio contact with the deputies involved in the pursuit. They shall also relay pertinent information, including the reason for the pursuit, to other persons, units, or agencies, and make wanted inquiries and registration checks of suspect vehicles. The communications center will also confirm that a supervisor is aware of the pursuit and coordinate the pursuit with other units, and agencies as directed.

B. Restricted Communications

Radio traffic shall be restricted to emergency traffic only until the pursuit situation is resolved. Communications personnel or supervisors shall broadcast notice of restricted radio traffic to all units and cancel the order upon termination of the pursuit.

VI. PURSUIT TERMINATIONS

Vehicle pursuits may end in several ways: The offender stops or wrecks, or the deputy or supervisor terminates the pursuit. When a Deputy decides to terminate a pursuit, or the pursuit is terminated by order of a supervisor, the Deputy and all other involved Deputies shall discontinue the use of all emergency equipment and immediately cease to follow the previously pursued vehicle. When the decision to terminate is made, all Deputies actively involved in the pursuit shall, at the nearest and safest location, immediately pull off the roadway and advise the Communications Center the pursuit has been terminated and advise them of their location, ask them to notate their time and stay at that location for a minimum of 3 minutes. During the 3 minute time period the in-car camera will continue recording.

VII. MISCELLANEOUS RESTRICTIONS

A. Unmarked Sheriff's Vehicles

Deputies operating unmarked vehicles (provided the vehicle is equipped with emergency lights and siren) may engage in a high speed pursuit when the pursuit involves a serious crime that constitutes a felony or incident that presents an immediate and direct threat to life or property.

Whenever a marked vehicle becomes available to take over the pursuit, the unmarked vehicle shall yield the primary unit position to the marked unit and assume a secondary unit status until a second marked unit can assume the secondary unit position, at which time the unmarked vehicle terminates pursuit.

B. Sheriff's Motorcycles

Deputies operating Sheriff's motorcycles are prohibited from participating in any high speed pursuit as a primary unit or secondary unit unless the pursuit is related to a serious crime that involved a felony or incident that presents an immediate and direct threat to human life. Deputies operating motorcycles may participate in a high-speed pursuit only until the other marked/unmarked units can assume the pursuit. In such cases, motorcycles shall limit their pursuit to reasonable pursuit conditions for a motorcycle (weather, road condition, etc.) and shall yield the primary unit and secondary unit responsibilities to marked and unmarked Agency vehicles as soon as

possible. Once a marked or unmarked unit assumes the primary and secondary unit responsibilities, the Motorcycle Deputy will immediately terminate their involvement.

VIII. POST PURSUIT REPORTING

- A. After each pursuit, it shall be the responsibility of the primary unit involved in the pursuit to complete the post-pursuit report in its entirety, additionally, that deputy shall notify his/her Supervisor of such pursuit.
- B. The supervisor on duty shall review such reports, and, along with any appropriate recommendations, forward them to the Patrol Captain for approval, recommendations, or comments. The Patrol Captain shall forward all recommendations and reports to the Deputy Chief of Patrol and Public Safety. The Deputy Chief of Patrol and Public Safety will confer with Training following the review of Pursuit Reports if it's discovered there are needs for refresher training in either tactical driving or policy and procedure. It will be the responsibility of Training to conduct or coordinate the refresher training.
- C. The post pursuit reporting shall be carried out and submitted to the Deputy Chief of Patrol and Public Safety within 24 hours of the pursuit unless exigent circumstances prohibit such reporting. If a waiver of the 24-hour reporting requirement is needed, the supervisor may, with sufficient justification, obtain a waiver verbally from the Patrol Captain or Deputy Chief of Patrol and Public Safety. Supervisors will remove the flash card from the Mobile Vision unit of each Deputy that is involved in a pursuit and replace with a new flash card. Once a flash card is removed, that Supervisor will complete a Property and Evidence Receipt and place the flash card in Property and Evidence.

The Chief Deputy, or designee, will annually analyze reports of pursuits and forward recommendations for policy changes to the Sheriff.

All procedures pertaining to pursuits shall be applicable to deputies assisting another agency in a pursuit within this agency's jurisdiction or participating in a pursuit in another jurisdiction.

2.03.10 Inter- and Intra-Jurisdictional Pursuits

- A. Intra-jurisdictional Pursuits by Other Agencies
 1. When a police pursuit is originated by another jurisdiction and enters Blount County, the dispatcher or Deputy receiving notice of the pursuit shall ascertain the reason (traffic, misdemeanor, felony), and advise the shift supervisor. The shift supervisor shall determine what assistance is to be rendered and make assignments accordingly.

2. Deputies shall not continue pursuits outside of Blount County when the pursuit was initiated by another jurisdiction, unless directed by a supervisor. Criteria for deputies continuing a pursuit outside of Blount County to assist other agencies should include, but is not limited to, the need for back-up assistance by the other agency.
- B. Inter-jurisdictional Pursuits by the Blount County Sheriff's Office
1. If deputies pursue a vehicle into other jurisdictions, the dispatcher shall advise that jurisdiction as soon as possible.
 2. Deputies shall fully cooperate with the deputies or officers of that jurisdiction.
- C. Deputies will normally terminate pursuits when leaving the geographical boundaries of Blount County, unless otherwise directed by a supervisor based on the criteria presented above.
- D. In cases involving a felony offense, Deputies may continue a pursuit if radio contact can be maintained, and the Shift Supervisor authorizes continued pursuit.
- E. If Sheriff's Office units involved in a pursuit leave this jurisdiction, the Communications Center must ensure that the adjoining jurisdiction is notified, and that information relevant to the pursuit is provided to them.
- F. If an outside agency engaged in an active vehicle pursuit enters Blount County's jurisdiction and requests assistance, a Shift Supervisor may authorize assisting units to respond only after determining the cause of the pursuit and having found it justifiable by agency standards. Deputy safety and the nature of the pursuit will be taken into consideration.
- G. An outside agency will be requested to provide the same information that would be expected from a Blount County unit. If 2 or more units from an outside agency are already in the pursuit, a supervisor will determine if and how Blount County units are to be used.
- H. If a supervisor determines that Blount County units will not engage in a pursuit initiated by another agency, he or she may authorize Deputies to follow the pursuing agency's units at a safe speed and distance so that they may offer assistance, and ensure the safety of Blount County citizens, if the suspect vehicle is eventually stopped within the geographical boundaries of Blount County. Deputies may use emergency lights and/or sirens as deemed necessary to warn traffic and pedestrians of dangers related to the other agency's pursuit.
- I. Deputies assisting outside agencies in pursuits will terminate their involvement when the pursuit leaves Blount County, unless further assistance is requested by the outside agency, and continuation of the pursuit by Blount County units is authorized by a supervisor.

- J. Deputies will at all times, irrespective of their physical location, comply with the policies and procedures of the Blount County Sheriff's Office.

2.03.11 Roadblocks and Forcible Stops

- A. Roadblocks and/or forcible stops will be established only as a last resort to stop a violent felon or suspect whose offense demonstrates an imminent danger to the community if not immediately apprehended.
- B. Roadblocks and/or forcible stops will be established only when specifically authorized by a supervisor and will not completely block the roadway leaving a clear avenue of escape. The shift supervisor if possible should respond and take command of the roadblock. If the shift supervisor is unable to reach the scene prior to the implementation, he/she should assign a specific Deputy to assume command of the scene until his/her arrival.
- C. Roadblocks and/or forcible stops may be considered use of deadly force and should be in compliance with the deadly force policy.
- D. The safety of Deputies, bystanders, and suspects will be the primary concern when roadblocks or forcible stops are used.
- E. A roadblock and/or forcible stop should be based on a strategy designed to minimize the risk of injury to citizens, the suspect, and Deputies, and to make the best use of available manpower.
- F. When establishing roadblocks or conducting forcible stops, Deputies will ensure that adequate warning is given to approaching motorists.
- G. Roadblocks and/or forcible stops will not be established where road or weather conditions limit visibility such that the suspect and/or others cannot reasonably stop.
- H. Roadblocks and/or forcible stops will not be established in curves, beneath the crest of a hill, at bridges, or at any other location that does not allow for adequate recognition of the obstruction and subsequent stopping distance by approaching vehicles, or when innocent persons are likely to become involved in an accident or cross-fire as a direct result of the roadblock.
- I. Deputies establishing roadblocks and/or forcible stops should have a definite plan for removing innocent motorists from the danger zone, and instructing them accordingly.
- J. Emergency lights will be used at all times, along with alternative visual traffic warning devices. When using alternative methods, consideration should be given to the amount of light on that particular day, volume of traffic, reaction/stopping

distance, warning distance, and the purpose of the roadblock. Traffic barricades, signs, or cones, may be used as alternative methods or supplementary to vehicles, but Deputies must ensure that alternative methods provide adequate warning, at least equivalent to emergency lights.

- K. Once a roadblock and/or forcible stop is established, no one will remain in or behind vehicles. Deputies will seek safe cover behind natural or man-made structures, or otherwise stage themselves a safe distance from possible ricochets, flying debris, or careening vehicles.
- L. When there is potential for the use of firearms, Deputies will stage themselves so they do not endanger uninvolved persons or become victims of crossfire.
- M. Pursuing Deputies will be advised of the roadblock plan.
- N. Privately owned vehicles will not be commandeered or used for roadblocks. However, large trucks or heavy vehicles may require comparable vehicles for stopping purposes. Any use of privately owned vehicles in roadblock situations will be on the authority of a supervisor. Consideration should be given to the possibility the Sheriff's Office would be responsible for damages. Unmarked units should not be utilized in a roadblock or forcible stop unless it's determined there is not a sufficient amount of marked units available to execute the stop.
- O. The Safety Stopper Deployment Device along with boxing/rolling roadblocks may be used prior to ramming or using firearms to stop a fleeing vehicle, if possible and feasible. Deputies will not pull alongside a vehicle if there is cause to believe the occupants of the fleeing vehicle are armed. The use of the Safety Stopper Device should be in compliance with the policy governing its use.
- P. The roadblock may be terminated by a supervisor when, but not limited to:
 - 1. The suspect is apprehended.
 - 2. The conditions at the scene deteriorate and become unsafe for the public and Deputies.
 - 3. The time extends past a reasonable amount of apprehension.
- Q. The shift Supervisor at the end of the shift will review and sign all reports pertaining to the incident. The following reports may be required, an incident report, accident report, pursuit report, use of force report(s), and supplemental report(s). The reports are then forwarded through the chain of command to the Chief Deputy.
- R. Training in the use of roadblocks will be done annually during in-service and as needed to newly hired Deputies.

2.03.12 Safety Stopper Deployment Device

PURPOSE:

To establish policy and procedure for proper deployment and use of the Safety Stopper Deployment Device (S2D2) Tire Deflation Device.

POLICY:

It is the policy of the Blount County Sheriff's Office to allow deputies trained in the deployment of the Tire Deflation Device to utilize it in the performance of their duties when the use of such devices is necessary for the preservation of peace, life, and well being of the citizens of Blount County.

EQUIPMENT SPECIFICATIONS:

Only the S2D2 meeting the following specifications will be used by Blount County Sheriff's Office personnel: 7 in. wide by 4 in. tall by 41 in. long and weighing 10 pounds. The Stop Sticks that are to be deployed will be 9 ft. long weighing 3.3 pounds and held together by 2 heavy coil springs.

DEFINITIONS:

- A. Immediate Reach:** In the emergency vehicle is a red activation button less than an arm's length from the law enforcement officer.
- B. Readily Available:** Within immediate reach.
- C. Deployment Device:** Safety Stopper Deployment Device (S2D2).
- D. Tire Deflation Device:** Stop Sticks.
- E. Deploying Deputy:** The law enforcement officer that activates the S2D2 and deploys the stop sticks from the S2D2.
- F. Pursuing Deputy:** The law enforcement officer immediately behind the fleeing vehicle.
- G. Fleeing Vehicle:** Vehicle being pursued by law enforcement officers.

REGULATION:

- A.** A deputy may deploy a tire-deflating device from the S2D2 only if that deputy is trained in its use and with approval of the Shift Supervisor.
- B.** A deputy shall maintain the S2D2 so that it is readily available for use. The deputy will have the S2D2 checked by our vehicle maintenance mechanic each time the vehicle is serviced to assure it is in proper working condition as well as part of the monthly line inspection.

- C. The S2D2 may not be used on the following vehicles:
1. Any two or three-wheel vehicles.
 2. Any vehicle known to be transporting any hazardous material.
 3. Any passenger bus transporting passengers.
 4. Any school bus transporting students.
 5. Any vehicle that would pose an unusual hazard to innocent parties.
- D. Any plan to deploy the unit will include the close coordination between the pursuit unit and the deploying unit as to the safest location possible at the time during the pursuit.
- E. The deploying deputy should not attempt to overtake or pass a high speed pursuit to deploy the device unless all other means of deploying the device have been exhausted and with supervisory approval.

PROCEDURE FOR DEPLOYMENT AND RECOVERY

- A. The deployment of the device may only be activated if a supervisor has approved its use or the circumstances warrant immediate use because of high probability of loss of life, injury to others, or serious property damage.
- B. The deploying deputy shall determine the location for the deployment of the device.
- C. The deploying deputy shall activate the device only after informing the pursuing deputy(s) of the deployment location and the acknowledgment of the pursuing deputy(s) understanding of the deployment location.
- D. Activation and deployment may occur under the following:
1. The deploying deputy shall have been trained in the proper activation of the device.
 2. The deploying deputy shall be in front of the fleeing vehicle at a distance of one (1) to five (5) car lengths before activating the device. Any distance longer than that may give the fleeing vehicle time to go around the deployed device.
 3. In extreme circumstances the device may be deployed manually with the approval of the supervisor in charge.

4. After the device has been deployed the deploying deputy should direct his vehicle out of the path of the pursuit so that they may pass safely and recover the device.
5. In the event the deploying deputy can't stop and recover the device he may become the lead pursuit vehicle and the previous second pursuit vehicle may stop and recover the device.

PROCEDURE FOR PURSUING DEPUTY(S)' ARRIVAL NEAR THE DEPLOYMENT AREA

The pursuing deputy(s) shall proceed cautiously when approaching the deployment area to adjust his/their vehicle speed as necessary for the following reasons:

- A. To allow the deploying deputy time to move his vehicle from the path of the pursuit and to allow the pursuing deputy(s) to avoid striking the device.
- B. The fleeing vehicle may decrease speed rapidly as its tire deflates.
- C. To allow a quick response to sudden evasive or unpredictable maneuvers by the fleeing vehicle.
- D. The pursuing deputy(s) may increase speed if necessary after the deploying deputy signals it safe to do so or after having cleared the deployment area.
- E. The pursuing deputy(s) shall proceed through the deployment area at a reasonable speed for the safety of other deputies and civilians in the area.

PROCEDURE FOR REPORTING

The deploying deputy shall indicate in a supplement report to the initial report the use of the device, the circumstances surrounding its use, road and weather conditions, and the results of its use, both positive and negative as well as a Blount County Sheriff's Office Use of Force Report.

DAMAGE TO VEHICLES USED AND UNINVOLVED VEHICLES

- A. Report any and all damage to used vehicles involved on the proper forms.
- B. If an uninvolved vehicle (a vehicle not being pursued) is damaged, the supervisor shall see that the information is obtained and reported in the proper manner and on the proper forms.
- C. If there is any damage to an involved vehicle other than tires as a result of the use of the device, the accident will be handled as any other accident according to the Blount County Sheriff's policies involving department vehicles.

TRAINING REQUIREMENTS

- A. Initial training to be conducted will include but not limited to: Procedures for Deployment and Recovery, Procedures for the pursuing deputies, policy and procedure and manual deployment.
- B. Deputies will also receive refresher training at least every two years.

2.03.13 Box-In Technique (BIT)

- A. The Box-In Technique is a means to end a pursuit.
- B. A Deputy who has received Agency training in BIT may use the technique **with prior approval of the on-duty supervisor**, if there is substantial risk that the pursued violator will cause harm (physical injury or death).
- C. The decision to use BIT must be solely up to the pursuing Deputies' discretion, after receiving permission of the on-duty supervisor and considering the safety of the public and/or the risk to the occupants of the pursued vehicle as well as the officers involved. The factors listed below are some to be considered. Others may exist depending on the situation; any possible safety issues should be factored into the decision to use this maneuver:
 - 1. Armed Suspects.
 - 2. Roadway too narrow.
 - 3. Faster suspect vehicle.
 - 4. Insufficient number of law enforcement vehicles.
- D. All incidents must be reported on a Use of Force Report and will be reviewed, as would any other such act of force.

2.03.14 Precision Immobilization Technique (PIT)

- A. Precision Immobilization Technique (PIT) is an intentional act of using a police vehicle to physically force a fleeing vehicle from a course of travel in order to stop it.
- B. A Deputy who has received agency approved training in PIT may use the technique, **with prior approval from the on-duty supervisor**, if it is obvious to the Deputy that the driver of the fleeing vehicle is refusing to stop after procedural attempts to signal the driver to stop have been used.
- C. The decision to use PIT must be solely up to the pursuing Deputy's discretion after receiving permission of the on-duty supervisor and considering the safety of the public as well as the risk to the occupants of the fleeing vehicle and the officers involved. The factors listed below are some to be considered. Others may exist depending on the situation; any possible safety issue should be factored into the decision to use this maneuver:

1. Armed Subjects.
 2. Children in the vehicle.
 3. Hostages.
 4. Type of vehicle.
 5. Trajectory of vehicle.
 6. Speed vs. location.
- D. All incidents must be reported on a Use of Force Report and will be reviewed, as would any other such act of force.

2.03.15 Reporting

- A. A patrol supervisor will notify the Patrol Captain or designee as soon as is practical of any pursuit, roadblock, and/or forcible stop. The initiating Deputy will complete the necessary reports and forward it to their supervisor for review.
- B. The Patrol Captain or designee will review such reports and forward them to the Deputy Chief of Patrol and Public Safety, who will review and forward them to the Chief Deputy with recommendations and/or comments.
- C. The Chief Deputy, or designee, will conduct an annual analysis of pursuit reports which will also include a documented annual review of pursuit policies and reporting procedures. This report will be forwarded to the Sheriff with any recommendations.

2.03.16 Civilian Ride-a-Long Program

- A. Members of the general public participating in programs sponsored by the Sheriff's Office, such as the Sheriff's Citizens Academy, Chaplain's Program, Reserve Program, or any other program approved by the Sheriff, as well as civilian employees of the Blount County Sheriff's Office, will be authorized to ride with Deputies during their normal patrol duties. Prior approval by the Sheriff, Chief Deputy, or Deputy Chief is required. This approval will be for a designated period of time to allow citizens to become familiar with the operations and functions of Patrol. Prior to participation in a ride-a-long program, each citizen or employee is required to complete a Ride-a-Long Program Release and Waiver Form that holds Blount County harmless in the event of accident or injury resulting from an incident that could occur during the ride-a-long.
- B. Appropriate dress for citizens participating in a ride-a-long program will consist of slacks or pants and a shirt or blouse with a collar of a casual nature that presents a neat appearance. Sleeveless shirts, blouses, or tee shirts with any type of logo, will not be permitted. A Shift Supervisor will address any questions concerning the dress code for civilian ride-a-longs.

- C. It must be understood that private citizens participating in a ride-a-long program will not be permitted to take any official action or interfere in any way with the duties and responsibilities of the Deputy with whom they may be riding.
- D. At no time will a citizen participating in the ride-a-long program be permitted to carry any firearm or other weapon, even though the citizen may have a permit issued by the State of Tennessee.
- E. The Deputy with whom the citizen is riding may, at any time, request that the citizen be dropped at a safe location if it is anticipated that the use of force may be necessary as a result of a call.
- F. Violation of these basic rules will immediately disqualify a person from participating in the Civilian-Ride-A-Long Program.

2.04 Personal Agency Vehicles

The Personal Agency Vehicle (PAV) Program provides individual employees a vehicle for their sole use, and is designed and implemented to benefit the public through crime deterrence by increased Deputy visibility, quicker response to calls for service and emergencies, and cost savings in vehicle maintenance.

2.04.01 General Use of Personal Assigned Vehicles (PAV's)

- A. This GO does not exempt Deputies from any directives concerning conduct, or the use and operation of vehicles.
- B. Personnel subject to being called out in an emergency, and Deputies who frequently conduct Sheriff's Office business in locations other than their assigned duty station, will also be assigned a PAV when possible and deemed necessary by the Sheriff.
- C. PAV's will be issued only to POST certified Deputies, but the Sheriff may issue PAV's to non-certified personnel as deemed necessary to properly serve the citizens of Blount County and the Sheriff's Office.
- D. Deputies are responsible for the proper maintenance of their assigned vehicle in the same manner as other issued personal equipment.
- E. PAV's will only be driven on official Sheriff's Office business with the following exceptions:
 1. Off-duty or other employment for which the Sheriff has granted permission.
 2. Short-term stops when traveling to and from work assignments to conduct personal business, if it does not interfere with the agency's goal of service to

the public. These stops will be near the route taken to and from work assignments.

- F. Personnel other than Sheriff's Office employees may drive a vehicle only if authorized by the Chief Deputy or Sheriff. Sheriff's Office mechanics may authorize outside mechanics to test drive vehicles.
- G. Passengers are permitted in Sheriff's Office vehicles only as necessary in the performance of official law enforcement business, or as authorized by the Sheriff, Chief Deputy, Deputy Chief, or appropriate captain.
- H. Personnel will dress appropriately when operating PAV's.
- I. Deputies operating PAV's will carry a badge, identification, firearm, and be prepared to respond in an appropriate manner as necessary.
- J. Off-duty Deputies operating PAV's who observe, or learn of law violations, criminal activity, or other events that warrant immediate attention, should take appropriate action.
- K. Deputies will notify the Communications Center and/or a shift supervisor of any off-duty or non-routine activities, law enforcement actions, or other events that could involve the Deputy and his or her vehicle.
- L. Overtime compensation will not be granted for activities of 15 minutes or less when operating a PAV off duty.
- M. When traveling outside the local area, employees operating PAV's will:
 - 1. Advise their supervisors in advance.
 - 2. Car-pool when other employees are attending the same event.
 - 3. Receive appropriate credit cards from the Deputy Chief of Administration.

2.04.02 Security

- A. When not being utilized, PAV's will be parked at the employee's residence or at the Justice Center. PAV's should be parked in locations that minimize the possibility of damage to the vehicles. If the vehicle must be stored in locations other than the Deputy's residence or the Justice Center, equipment such as shotguns, flashlights, or radar, will be secured in the vehicle's trunk or removed from the vehicle and placed in secure storage.
- B. PAV's will be locked and engine turned off when unattended.
- C. No weapons will be left unsecured in the passenger compartment of vehicles. Shotguns may be left secured in the shotgun locks in the passenger compartment. Weapons may be secured in locked glove boxes.

2.04.03 Care and Maintenance

- A. Excluding normal wear and tear, PAV's will be maintained in the condition issued. Personnel must receive prior approval from the Sheriff, after forwarding a written request through their chain of command before adding accessories such as lights, tape decks, scanners, radios, antennas, or other modifications.
- B. Supervisors will inspect PAV's issued to their subordinate's quarterly. Reports of needed repairs will be forwarded to the appropriate captain.
- C. PAV's will be serviced on a regular schedule and will be repaired as necessary for safety and preventive maintenance. Deputies are encouraged to schedule service and repair work during off-duty hours.
- D. Deputies absent for more than 3 days (other than regular days off) should use this time for repairs and service to their vehicle. During such absence, the Deputy may park his or her vehicle at their residence and remove and secure their MDT and any weapons or other equipment.
- E. PAV's will be washed and cleaned as necessary, including the interior. The Adult Detention Center provides vehicle-cleaning services most days and weekends in the Sally Port area of the Adult Detention Center.
- F. Vehicle maintenance personnel will maintain a log of all service and repairs to Sheriff's Office vehicles.

2.05 Special Purpose Vehicles (Revised 11/18/02)

A variety of special purpose vehicles are used by the Sheriff's Office that are designed to address special services and/or activities that are encountered in the course of providing law enforcement and other community services.

2.05.01 Tactical Operations Center (Revised 01/25/08)

- A. The Tactical Operations Center will be used as follows:
 - 1. Response to major crime scenes if requested by a supervisor at the level of captain or above.
 - 2. Response to other emergencies such as natural or man-made disasters as directed by the Sheriff or Chief Deputy.
- B. Qualifications and training required for use of four-wheel drive vehicles that pull the Tactical Operations Center:

1. Any Sheriff's Office personnel with a valid driver's license will be allowed to drive a four-wheel drive vehicle used to tow this vehicle.
2. Personnel must meet the same standards as any Patrol Deputy to use the four-wheel drive vehicles used to pull this vehicle.

C. Maintenance of the Tactical Operations Center:

1. Responsibility for the tire pressures, cleanliness, and ensuring operational readiness rests with the Deputy assigned to tow the vehicle. The Sheriff's Office mechanic will check the vehicle at least quarterly or after every use by completing a maintenance checklist.
2. Scheduled maintenance will be the responsibility of the Sheriff's Office mechanic.

E. Operational equipment located in the Tactical Operations Center:

1. Mobile radio.
2. Map.
3. Traffic cones.
4. First aid kit.
5. Blankets.
6. Fire extinguisher.
7. Office supplies such as forms, pens, tape, and stapler.
8. Portable light.

2.05.01A Mobile Command Center (Added 12/14/08)

A. The Mobile Command Center will be used as follows:

1. Response to major crime scenes if requested by a supervisor at the level of captain or above.
2. Response to other emergencies such as natural or man-made disasters as directed by the Sheriff, Chief Deputy or Deputy Chief.

B. Qualifications and training required for operators or drivers of the Mobile Command Center:

1. Sheriff's Office Personnel must possess a valid driver's license and have completed the operator's orientation course provided by Loyalty Mobile Innovations Inc., or the equivalent as provided by trained Sheriff's Office personnel.

C. Maintenance of the Mobile Command Center:

Responsibility for the inspection, scheduled maintenance, cleanliness and repair of the Mobile Command Center is the responsibility of the Patrol

Captain or his designee. The readiness of the vehicle will be inspected on a monthly basis.

E. Operational equipment located in the Mobile Command Center:

Outer Body Storage

Tool Kit
Exterior Rug
Folding Garbage Cart
Cones
2-50' Extension cords
220 to 110 Extension cord
Command Vests
Wheel Chalk
20' Drain Hose

Interior Cab

Portable GPS
Blackout Curtains

Communications Area

4 – Gateway Laptops
1- HP Fax/Copier/Printer
Local County Maps
Office Supplies
Emergency Contact List's
Emergency Response Guidebook
50' Ethernet Cable
2- Motorola Saber Chargers

Galley Area

First Aid Kit
Protective Gloves
Cleaning Supplies
Toilet Liners
Toilet Paper
Paper Towels
Garbage Bags
Broom – Dust Pan

Conference Area

2- Gateway Laptops
Dry Erase Board

Office Supply
Blank DVD's
Blank VCR tapes
Blank CD-R's

2.05.02 Four-Wheel Drive Vehicles

- A. Four-wheel drive vehicles allow Deputies to patrol during adverse weather and to reach areas of the county where regular patrol vehicles cannot go.
- B. Conditions and limitations for use include the following:
 - 1. Four-wheel drive vehicles may be issued to personnel who routinely perform patrol duties, such as transportation Deputies and Shift Supervisors, or remain in the motor pool.
 - 2. Patrol Deputies will be allowed to use four-wheel drive vehicles during periods of potentially hazardous road conditions.
 - 3. Special operations and other Deputies will be allowed to use four-wheel drive vehicles as needed for marijuana eradication and investigations in areas that could damage regular vehicles.
 - 4. Employees who take possession of four-wheel drive vehicles will leave their assigned vehicles with Deputies who are regularly assigned to the four-wheel drive vehicles.
 - 5. It should be noted that four-wheel drive vehicles do not have the maneuverability or stability as rear-wheel drive sedans.
- C. Qualifications and training required for use of four-wheel drive vehicles:
 - 1. Any Sheriff's Office personnel with a valid driver's license will be allowed to drive a four-wheel drive vehicle.
 - 2. Personnel must meet the same standards as Patrol Deputies to use the four-wheel drive vehicles on routine patrol.
 - 3. Personnel assigned four-wheel drive vehicles will be responsible for basic maintenance such as maintaining fluid levels, fuel, oil, tire pressure, and cleanliness of the vehicles. Personnel operating the vehicles on a temporary basis will be responsible for basic maintenance while operating them and will return them in a clean condition.
 - 4. Personnel assigned four-wheel drive vehicles will be responsible for scheduling maintenance and repairs of the vehicle with vehicle maintenance.
 - 5. During the course of repairs and maintenance, repair personnel will be authorized to operate the vehicles for the purpose of road testing and evaluation.
- D. Four-wheel drive vehicles that are to be used as patrol vehicles will have the following equipment at a minimum:

1. Flashing emergency lights (may be mounted on the rooftop, grille or other area visible from the front of the vehicle, or may be removable dash or visor lights).
2. Siren
3. First-aid kit
4. Fire extinguisher
5. Mobile radio
6. Spare tire, wrench, and vehicle jack.
7. Patrol Deputies will transfer all other equipment necessary for patrol duty from their regular vehicle to the four-wheel drive vehicle prior to using it for routine patrol.

2.05.03 Jury Van

- A. The jury van allows for transport of sequestered juries to meals and accommodations during trials, and may also be used to transport others related to Sheriff's Office programs such as the Sheriff's Citizens Academy. Conditions and limitations on the use of the jury van are:
 1. The jury van may be used for transporting groups of people who are not in custody, such as juries.
 2. The jury van will not be used for routine patrol except under extreme emergency conditions and with the approval of the Chief Deputy.
 3. The jury van will not become involved in pursuits of vehicles.
- B. Qualifications and training required for using vans:
 1. Any Sheriff's Office personnel with a valid driver's license will be allowed to use the jury van.
 2. Personnel operating the jury van will be responsible for basic maintenance such as maintaining fluid levels, fuel, oil, tire pressure, and cleanliness of the vehicles.
 3. The Deputy Chief of Support or designee will be responsible for scheduling maintenance and repairs with vehicle maintenance.
 4. During the course of repairs and maintenance, repair personnel will be authorized to operate the vehicles for the purpose of road testing and evaluation.
- C. The jury van will have the following equipment at a minimum:
 1. First-aid kit.
 2. Fire extinguisher.
 3. Spare tire, wrench, and jack.
 4. Mobile radio.
- D. The jury van may be equipped with flashing emergency lights (may be mounted on the rooftop, grille, or other area visible from the front of the vehicle, or may be

removable dash or visor lights) to gain attention of motorists and pedestrians when it must be used in emergencies and potentially hazardous situations. Normally, however, it does not have mounted emergency lights.

2.05.04 Dive Team Truck

- A. The dive team truck allows for storage of equipment needed by the dive team in a readily accessible manner, and also provides the team with a vehicle capable of towing boats that may be needed.

- B. Conditions and limitations on the use of the dive team truck:
 - 1. The dive team truck will be used for transporting equipment needed for underwater investigations and may also be used for transporting personnel.
 - 2. The truck may be used for storage and transportation of equipment that is personally owned by members of the dive team that is necessary for underwater investigations and emergencies.
 - 3. The dive team truck will not be used for routine patrol duties.

- C. Qualification and training required for use of the dive team truck:
 - 1. Any Sheriff's Office personnel with a valid driver's license will be allowed to drive the dive team truck.
 - 2. Personnel will not use the diving equipment that may be stored on the truck unless properly trained in its use and granted permission by the dive team supervisor.
 - 3. The dive team supervisor will be responsible for basic maintenance such as maintaining fluid levels, fuel, oil, tire pressure, and cleanliness of the vehicle. Personnel operating the truck on a temporary basis will be responsible for basic maintenance while operating it and will return it in a clean condition.
 - 4. The dive team supervisor will be responsible for scheduling maintenance and repairs of the vehicle with fleet maintenance.
 - 5. During the course of repairs and maintenance, repair personnel will be authorized to operate the vehicle for the purpose of road testing and evaluation.

- D. When in use, the dive team truck will have the following equipment at a minimum:
 - 1. Emergency lights (may be mounted on the rooftop, grille or other area visible from the front of the vehicle, or may be removable such as dash or visor lights) vehicle.
 - 2. First-aid kit.
 - 3. Fire extinguisher.
 - 4. May be equipped with a siren to gain attention of motorists or others as necessary in an emergency situation.

5. Will be supplied with equipment necessary for the performance of underwater investigations and emergencies as specified by the dive team supervisor and approved by the Deputy Chief of Patrol and Public Safety.

2.05.05 Speed Monitoring Awareness and Radar Trailer (SMART)

- A. SMART equipment is used on selected roadways in the county as a deterrent to speeding motorists by reminding them of their speed, motivating motorists to slow down. The Patrol Shift Supervisor will decide the daily location of SMART at different locations in the county. The following steps will be used when deploying and retrieving the machine:
 1. Set unit facing on-coming traffic.
 2. Select from the speed limit signs available on the unit that pertains to a particular roadway location and install.
 3. Set the unit's computer to the speed limit as noted on the speed limit sign.
 4. Turn to on/off switch to the on position.
 5. Raise the solar power unit to face the direction of the sun and lock it into place.
 6. Install the locking bars on the trailer wheels.
 7. Remove the towing tongue from the unit and place in transport vehicle.
 8. Place reflective cones around the unit.
 9. This process will be reversed when retrieving the unit.
 10. The unit should always be retrieved before sunset.
- B. There is no special training or qualification required to deploy or retrieve SMART, but this activity should be limited to duty personnel.
- C. The towing vehicle is normally a four-wheel drive vehicle as prescribed above. There is no special equipment required on the towing vehicle that relates to SMART.

2.05.06 Special Weapons and Tactics (SWAT) Team Vehicles (Revised 11/18/02)

- A. The purpose of the SWAT vehicle is to carry the needed equipment and personnel to special operations and training related to the response to special operations such as barricaded subjects, felony arrests, search warrant service, rescue operations, or other unusual occurrences. The SWAT vehicle will not be used for normal patrol activities, and any authorized member of the SWAT is authorized to operate the van.
- B. The SWAT Commander is responsible for inspecting the vehicle as to basic operational needs such as fuel, oil checks, tire service, and other basic vehicle maintenance operations including coordinating with the vehicle maintenance facility for needed regular maintenance and repair.

C. The basic equipment required on the SWAT vehicle includes the following:

1. First aid kit.
2. Fire extinguisher.
3. Emergency lights and siren.
4. Blankets.
5. Designated equipment required for SWAT operations are determined in GO 2.10, *Sheriff's Special Weapons and Tactics Team (SWAT) and Crisis Negotiation Team (CNT)*.

2.05.07 Crime Scene Investigator Vehicle

- A. The purpose of the Crime Scene Investigator vehicle is to allow crime scene technicians to have the required equipment and supplies to process a crime scene. These vehicles are not to be used in normal patrol activities, being limited to the response to crime scenes as requested by a Patrol Shift Supervisor or Criminal Investigations Supervisor or Investigator.
- B. Each Crime Scene Investigator is assigned a Crime Scene Investigator vehicle, and they are responsible for routine maintenance and coordinating with the vehicle maintenance facility for routine maintenance and repairs.
- C. The Crime Scene Investigator vehicle will be marked similar to a patrol vehicle and will be equipped with emergency lights and siren. Other basic equipment will include:
1. First aid kit.
 2. Fire extinguisher.
 3. Blanket.
 4. A list of equipment and supplies maintained by each Crime Scene Investigator.

2.06 Open Fires

Open fires, especially during periods of drought, can pose a serious threat to public safety. Road Deputies will be vigilant for open fires and will immediately respond to calls relating to open burning in accordance with these procedures.

2.06.01 Attended Fires

- A. When observing an attended open fire, Deputies will confirm with the Tennessee Division of Forestry whether or not a burning permit was issued. If the fire is under control and it can be verified that a valid permit has been issued, no further action is required.
- B. If an attended fire is potentially or actually out of control, or a valid permit is not

in effect, the Deputy will immediately direct that the fire be extinguished. If the fire cannot be promptly extinguished or is out of control, the Deputy will immediately notify the nearest fire department and the Tennessee Division of Forestry.

- C. If a fire department and/or the Tennessee Division of Forestry are summoned to extinguish the fire and a permit was not issued or the permit is not valid, the responding Deputy may issue a citation in accordance with *T.C.A. 39-14-306*.

2.06.02 Unattended Fires

- A. When observing an unattended fire, Deputies will determine whether the Tennessee Division of Forestry has issued a permit. If a permit has been issued and the fire is not out of control, a Deputy should attempt to contact the person in whose name the permit is issued to determine that person's intentions relating to control of the fire. If a Deputy determines that the fire should be extinguished he or she will attempt to do so or if they feel they cannot distinguish it alone will contact the nearest fire department and/or the Tennessee Division of Forestry should be contacted.
- B. If there is no permit for an unattended fire, or a permit has expired, a Deputy will attempt to extinguish the fire or will contact the nearest fire department and the Tennessee Division of Forestry, and a citation may be issued to the property owner or leasee.

2.06.03 Legal References

- A. Fires requiring permits are governed by *T.C.A. 39-14-306*, beginning on October 15 and ending May 15, and are valid for a minimum of 2 days and in some cases for up to 30 days.
- B. Unattended fires must meet guidelines set forth in *T.C.A. 39-14-305*.
- C. Any items burned, whether permitted or not, or whether attended or unattended, must meet guidelines established in the *Tennessee Department of Environment Conservation, Chapter 1200-3-4*, which controls materials that may be burned in open burning so as to prevent undesirable levels of atmospheric contamination. Other legal references are:
 - 1. *T.C.A. 39-14-304* relating to reckless burning.
 - 2. *T.C.A. 39-14-305* relating to leaving a fire near a woodland unattended.
 - 3. *T.C.A. 39-14-306* relating to setting fires at certain times without a permit.

2.07 Juvenile Operations

The Sheriff's Office is firmly committed to the implementation of procedures directed toward addressing the causes of juvenile behavior, and to developing programs designed to prevent juvenile delinquency. When dealing with juveniles, Sheriff's Office employees should use the least coercive alternatives available consistent with preserving public safety, order, and individual liberty.

2.07.01 Definitions

- A. Abuse** - Occurs when a juvenile suffers from, sustains, or may be in immediate danger of suffering from, or sustaining, a wound, injury, disability, or physical or mental condition caused by brutality, neglect, or other actions, or inactions, of a parent, relative, guardian, or caretaker.
- B. Delinquent Act** - An act designated as a crime under state or federal law, and the crime is not a status offense, and not a traffic offense, other than failing to stop when involved in an accident pursuant to *TCA 55-10-101*, driving while under the influence of an intoxicant or drug, or vehicular homicide.
- C. Dependent and Neglected Child** - A juvenile who is without proper parental or other legal custodial care, is unlawfully kept out of school, lacking necessary medical care, or is encouraged or permitted to engage in prostitution or obscene or pornographic photographing, filming, posing, or similar activity.
- D. Juvenile Detention Center** - A facility for the secure holding of juveniles who have been accused of criminal activity.
- E. Juvenile** - Any minor having not yet attained his/her eighteenth birthday. For other definitions, see *TCA 37-1-101, et. seq.*
- F. Shelter Care Facilities** - Facilities that care for juveniles who cannot be returned to their home, but who do not require placement in a secure detention center.
- G. Status Offense/Unruly Act** - An offense that is only applicable to a juvenile. Being habitually truant from school without justification, habitually disobedient of lawful commands of parents or other legal guardians, committing an offense which is applicable only to a juvenile, or running away from home or any other residential placement.

2.07.02 General

- A. In addition to enforcement of laws with respect to juveniles, the Sheriff's Office will be committed to the development, implementation, and maintenance of programs designed to prevent and control juvenile delinquency.
- B. The juvenile operations function of the agency will include, but not be limited to, the following:

1. Developing and implementing programs intended to prevent and control unruly and criminal behavior by juveniles.
 2. Processing juvenile arrests.
 3. Coordinating or preparing court cases involving juvenile offenders.
 4. Follow-up investigations involving juveniles.
 5. Diverting juvenile offenders out of the juvenile justice system and handling cases informally whenever possible.
 6. Assisting Deputies in juvenile cases.
 7. Maintaining liaison with other Sheriff's Office components, juvenile court, and other juvenile agencies.
- C. It will be the responsibility of all personnel and organizational components of the Sheriff's Office to participate in and support juvenile operations functions.
- D. Each year the Patrol Captain or designee will review and prepare a written evaluation of all juvenile enforcement and prevention programs. This evaluation will consider both the quantitative and qualitative elements of each program to the extent that decisions may be made concerning whether a program should stay as is, be modified, or be discontinued, and the evaluation report will be prepared annually.

2.07.03 Dealing with Juvenile Offenders

- A. Deputies will use the least coercive among reasonable alternatives when dealing with juvenile offenders, and should consider the offender's past record, the nature of an offense, whether injuries were involved to any party, and whether a juvenile offender is under the influence of drugs or alcohol when deciding on the proper course of action.
- B. Reasonable courses of action for dealing with juvenile offenders include, but are not limited to, the following:
1. Outright release with no additional action. However, only in the most low-key, non-crime incidents should a juvenile be completely released without any action being taken.
 2. Citation or summons into court rather than placing in detention. In such cases the parents or legal guardians will be notified, if possible, and instructed to appear with their child in Juvenile Court at the appointed date and time.
 3. Referral to the Juvenile Court.

2.07.04 Taking Juveniles into Custody

- A. A juvenile may be taken into custody under the following conditions:
1. Pursuant to a verbal or written order of a court.
 2. Pursuant to the laws of arrest.

3. A juvenile is neglected, dependent, or abused, and subject to an immediate threat to his/her health or safety. In such cases, a Deputy should contact the Tennessee Department of Children Services.
 4. There is reason to believe that a juvenile has run away from his/her parent or legal guardian.
- B. Juveniles may be placed in shelter care facilities, or detention centers, only if there is no less restrictive alternative that will likely prevent flight and protect the juvenile from serious physical harm.
 - C. Juveniles taken into custody will be transported to a detention center, or shelter care facility, without delay, unless they are in need of medical treatment.
 - D. Normally a juvenile known, or believed to be, under the age of 18, will not be transported with adults suspected of criminal acts.
 - E. Notification of parents or legal guardians is required in every case of a juvenile being taken into custody, if possible, in order to inform them of the circumstances and/or to pick up a juvenile.
 - F. If it is determined that a child can be released to a parent or legal guardian, the parent or legal guardian will ensure the child's appearance for arraignment by their signature on a written citation.
 - G. If a child is transported to a shelter care facility or detention center, but may be released to a parent or legal guardian when located, the transporting Deputy will instruct the facility's personnel to whom the child is to be released and any special conditions of release.

2.07.05 Juvenile Detention Center

A juvenile may be placed in a secure detention center for the following reasons:

- A. Pursuant to a verbal or written order of a Court.
- B. There is probable cause that he/she has committed a crime resulting in, or likely to result in, serious injury or death.
- C. There is probable cause that he/she has unlawfully possessed or carried a weapon.
- D. There is probable cause that he/she has escaped from a secure juvenile facility or other institution.
- E. There is probable cause that he/she is an unruly juvenile who has violated a court order.

- F. There is probable cause that he/she is an unruly juvenile who has runaway from another jurisdiction.
- G. There is probable cause that he/she has committed an offense constituting a felony, violation of probation or aftercare, or any delinquent offense involving the likelihood of serious physical injury or death, and:
 - 1. Is currently on probation.
 - 2. Is currently awaiting court action on a previous alleged delinquent offense.
 - 3. Is alleged to have escaped or absconded from a juvenile facility or other court-ordered placement.
 - 4. Within the past 12 months, has failed to appear at any juvenile court hearing, engaged in violent conduct resulting in, or likely to have resulted in, serious injury or death, or been adjudicated delinquent as a result of an offense that would be a felony if committed by an adult.
- H. There is probable cause that he/she has committed an unruly or delinquent offense.

2.07.06 Interrogation

- A. When questioning a juvenile in custody, the same rules and procedures used for an adult will be followed.
- B. Normally, Deputies should contact a parent(s) or legal guardian(s) of a juvenile prior to questioning, and a parent(s) or legal guardian(s) given an opportunity to understand what the questioning will cover and to be present during questioning. If a parent(s) or legal guardian(s), or the Juvenile Court, is not available, a Deputy may, after ensuring the juvenile thoroughly understands his or her rights, agrees to answer questions without his or her parent(s) or legal guardian(s) being present, and signs a waiver of rights form, may proceed with questioning if necessitated by exigent circumstances. A written explanation of such circumstances should be completed and included in the case file.
- C. If a parent(s) or legal guardian(s) of the juvenile is available, the juvenile's rights should be explained in their presence. If the juvenile waives his or her rights, he or she will be requested to sign a waiver of rights form as well as a parent(s) or legal guardian(s).
- D. At least 2 Deputies should be present at the questioning of a juvenile. In the event additional Deputies have a legitimate need to observe an interrogation, video monitoring equipment should be used.
- E. Deputies should not prolong the interview of a juvenile any longer than is needed to complete their investigation. If during the course of an interrogation a juvenile requests a break, Deputies will accommodate the request as soon as practical. At least 1 Deputy will accompany a juvenile while on break and to restroom facilities.

2.07.07 Youth Programs

The Sheriff's Office is committed to participation with community recreational youth programs, sponsoring a Law Enforcement Explorer Scout Post (see GO 6.09) and a program called the Citizen Youth Academy, that sponsors day camps during the summer months and clubs in the county's school system. In addition, Deputies are encouraged to become involved with volunteer activities at the Boys' Club, Girls' Club, Boy Scouts, Cub Scouts, Girl Scouts, youth sports teams, and other youth organizations throughout the region.

2.08 School Resource Officers Program

The School Resource Officer (SRO) Program is designed to provide a forum through which students, parents, faculty, and Deputies can become acquainted and, as a result, earn mutual respect, demonstrating to parents and faculty that the Sheriff's Office has a genuine interest in the community's youth. Guidance and training will be provided to SRO's to allow them to provide individual counseling and mentoring to students. It is important to emphasize that SRO's are not security guards or hall monitors, although they will respond to violations of the law that occur in plain sight. To do otherwise would damage a relationship of mutual trust that is the goal of the SRO Program.

2.08.01 Duties and Responsibilities of the SRO

- A. Coordinate all of his/her activities with the principal and staff members at their assigned school, and will seek permission, advice, and guidance prior to enacting any program within the school.
- B. Develop expertise in presenting various subjects to students. Such subjects will include a basic understanding of the laws and the role and mission of law enforcement.
- C. Encourage individual and small group discussions with students and faculty based on material presented in class designed to further establish rapport with the students.
- D. When requested by a principal, attend parent/staff/administrative meetings to solicit support and understanding of the program.
- E. Make himself/herself available for conferences with students, parents, and faculty to assist them with problems of a law enforcement or crime prevention nature.
- F. Become familiar with all community agencies that offer assistance to youths and their families, such as mental health clinics or drug treatment centers.
- G. Assist the principal in developing plans and strategies to prevent and/or minimize dangerous situations that may result from student unrest.

- H. Should it become necessary to conduct formal interviews with students, the SRO will adhere to School Department and Sheriff's Office policies and procedures and the legal requirements related to such interviews.
- I. Take law enforcement action as required, and then make the principal, or his/her designee, aware of such action. The SRO will take appropriate law enforcement action against intruders and unwanted guests who may appear at the school and related school functions, to the extent that the SRO may do so under the authority of law.
- J. Whenever necessary, give assistance to other law enforcement personnel in matters regarding his/her school assignment.
- K. Whenever possible, participate in and/or attend school functions.
- L. Upon completion of an Incident Report requiring further investigation, promptly turn reports in to his/her supervisor for review and possible assignment to Criminal Investigations and/or juvenile authorities.
- M. Maintain detailed and accurate records of the operation of the School Resource Officer Program. These records will include, but are not limited to, statistical findings from his or her school. These records will be submitted to a SRO supervisor.
- N. **NOT** act as a school disciplinarian. Discipline is a school responsibility, but if the principal believes an incident is a violation of law, he or she may contact the SRO who will determine whether law enforcement action is appropriate.
- O. **NOT** to be used for regularly assigned lunchroom duties, bus duties, as a hall monitor, or other monitoring duties. If a problem exists, the SRO may assist the school until the problem is resolved.

2.08.02 School Resource Officer Program Plan

- A. The SRO Program is a nationally implemented program involving assignment of carefully selected and specially trained Deputies to work directly in the Blount County Schools in full cooperation with the school administrators and faculty.
- B. The SRO Program is a community policing approach practiced in an educational environment with one or more SRO's assigned to each school. The school is the Deputy's beat and community, with his/her exclusive focus being on the physical and social territory of the school. Unlike patrol Deputies who respond to school problems as a result of a 911 call, the SRO knows the school's physical layout and is aware of who belongs on school property and who does not. The SRO wears the designated uniform and weapon as any other Deputy while on duty in

the school to reinforce his or her role as a Deputy.

- C. SRO's have 3 main functions:
 - a. As a law enforcement officer, the SRO maintains a safe and secure environment on the school campus that is conducive to an educationally stimulating atmosphere, and serves as means of preventing criminal activities and disturbances.
 - b. As a teacher, the SRO promotes positive attitudes regarding law enforcement's role in society, and informs students of their rights and responsibilities as lawful citizens.
 - c. As a counselor, the SRO establishes a more complete liaison with school personnel and students in a cooperative effort to prevent juvenile delinquency.

- D. The most effective way a SRO can accomplish these goals is to be a positive role model. Students learn from every interaction they have with an SRO. It is essential for an SRO to be a positive role model, endorsing high moral standards, using good judgment and discretion, being consistent and fair, respecting all students, and displaying a sincere concern for the school community. SRO's must maintain a professional appearance which means being visible, accessible, and willing to talk with students; attending and participating in school activities; positively interacting with students and the school's community, taking their concerns seriously; maintaining relationships with students and their parents by attending PTA meetings and parent conferences; and, maintaining a positive relationship with the faculty and school administrators.

- E. The SRO interacts with four different groups:
 - a. Although working in a school, a SRO is still an employee of the Blount County Sheriff's Office, and is responsible for identifying and resolving school safety problems. A SRO reports to both the principal and the Sheriff. A SRO is not, however, the disciplinarian for the school. That job remains with the principal and the faculty.
 - b. As a resource for school administrators, a SRO serves as a means of establishing order and safety so learning can take place. The SRO shares information with faculty on gang activity and truants, provides expertise on crime prevention, and responds to and investigates criminal activity in the school.
 - c. The SRO is also a teacher who provides law related education to students.
 - d. As a resource for the student body, the SRO's office within the school serves as a resource center, making information on topics ranging from date rape to drug abuse available to students. The SRO also assists the school guidance department by counseling students, giving them the opportunity to talk about their problems, and helping them find positive solutions. When necessary, the SRO refers students and family members to appropriate social agencies for additional assistance.

- F. The SRO responds to requests from parents and the community regarding truants, drug activity, traffic problems, burglaries, thefts, and other school safety issues.
1. To clarify the responsibilities of a SRO, an agreement has been prepared between the Blount County Sheriff's Office and the Blount County Schools that states the SRO's responsibilities and those of the Sheriff's Office, and the school system's expectations from the SRO Program. This agreement also includes the following:
 - a. The program establishment date.
 - b. The rights and duties of the Blount County Sheriff's Office.
 - c. The number and location of SRO's assigned to the school system and their work hours and responsibilities.
 - d. The rights and duties of the Blount County Schools.
 - e. The financing source.
 - f. Appointment of SRO's as well as methods to resolve differences between SRO's and school administrators, and disciplinary procedures that may be beyond the standards set forth in Sheriff's Office policies and procedures.
 - g. Terms/dates for terminating the agreement.
 - h. The agreement is to be signed by the Sheriff and the Director of Schools.
 2. The SRO Program works to prevent juvenile delinquency, creating a favorable student/Deputy relationship. The court system, school administrators, teachers, parents, and students are all beneficiaries of the SRO Program and, as stakeholders in the search for safer schools, must support the SRO and work with the SRO to reduce violence in schools.

2.08.03 Program Objectives

- A. Promote student understanding of the law and the criminal justice system.
- B. Decrease the number of occurrences of substance abuse and for possession, theft, vandalism, weapons possession, fighting, harassment, and trespassing during the school day, and during extracurricular school functions.
- C. Reduce the number of drug offenses and crimes occurring on or near campus during the school day.
- D. Decrease campus gang activity and involvement in gangs by students.
- E. Improve adolescents' attitudes, and relieve juveniles' fears about law enforcement, by familiarizing the student body with law enforcement personnel.
- F. Improve the attitude of the student body in the areas of drug resistance, alcoholic avoidance, and civil responsibility by presenting education to students on these

issues.

- G. Increase access of students to community agencies that offer assistance to youths, and their families, for problems that require professional help.
- H. A particularly innovative aspect of the SRO Program is its use of Deputies as instructors.

2.08.04 Qualifications for School Resource Officers

- A. Choosing qualified, committed Deputies is essential to the success of the program. This section lists qualifications required, and describes a selection process designed to enroll high quality Deputies. The following qualifications are required:
 - 1. Be a P.O.S.T. certified law enforcement officer.
 - 2. Have excellent oral and written communications skills, and should be able to work with and involve people of all ages within and outside of the law enforcement community.
 - 3. Have a desire to work with children and to be comfortable with and friendly toward them.
 - 4. Have a commitment to substance use prevention education, and a strong desire to work in the SRO Program as a classroom instructor, counselor, and law enforcement officer.
 - 5. No disciplinary actions within the previous year.
 - 6. Have excellent judgment, common sense, and good organizational skills.
 - 7. Selection of a SRO is the responsibility of the Sheriff upon recommendation of the Chief Deputy, or designee.

2.09 Unusual Occurrences and Special Events (Revised 11/18/02, 03/28/03, 04/29/08)

Unusual occurrences include situations, generally of an emergency nature, resulting from natural or man-made disasters, civil disturbances, the presence of VIP's, and special events that require a level of planning and operations above and beyond normal operations.

2.09.01 General

- A. The Deputy Chief of Patrol and Public Safety will coordinate efforts with the Blount County Emergency Management Agency (BEMA) and will be responsible for planning response to unusual occurrences and special events, unless another Deputy is designated by the Sheriff or Chief Deputy for specific special events.
- B. Personnel who have been issued equipment intended for use in unusual occurrences will inspect the equipment on a monthly basis for operational

- readiness. The Equipment Custodian, or designee (normally the commander of special units), will ensure that all stored emergency equipment designated for use in unusual occurrences is inspected monthly, including equipment stored in the SWAT Vehicle, the Mobile Command Center, Dive Team vehicles, and the boats assigned to Boat Patrol. If any discrepancies or deficiencies are identified, they will be immediately reported to the Patrol Captain or designee who will ensure that immediate action is taken to correct the discrepancy or deficiency.
- C. The entire Blount County Emergency Plan, including the specific responsibilities of the Sheriff's Office, is available in the office of the Chief Deputy, and is available to all Sheriff's Office supervisors.
 - D. Communications for this type of situation will be conducted on the Blount County Sheriff's Office radio frequency. In this type situation all regular radio traffic will be diverted to a secondary radio channel as directed. All units involved in the event should coordinate their activities with incident command rather than the communication center.
 - E. Situation maps will be maintained by the Deputy Chief of Patrol and Public Safety. They will be made available to the E-911 Communications Center and Incident Command when needed. The development of new situation maps will occur on an as needed basis. After development they will be forwarded to the Deputy Chief of Patrol and Public Safety for review and approval.
 - F. The on-duty supervisor will establish a Field Command Post as soon after the inception of the event as possible. This command post may be established at any location to allow for a central point of communication and rally point for oncoming and outgoing employees should sustainment of more than one shift become necessary. Supervisors should consider concealment and cover as well as the distance from the actual situation. They should also look for areas with shelter from the weather. The Sheriff's Office Mobile Command Center may be called to the scene.
 - G. Chain of command in the situation will be unified and all supervisors will follow the guidelines as set forth by the National Incident Management System (NIMS). The Blount County Sheriff's Office will assume command of any incident that occurs in its jurisdiction outside the municipalities of Maryville and Alcoa. If called upon for assistance by another agency, the Deputy Chief of Patrol and Public Safety or his designee will respond to the location and assume command of all elements of the Blount County Sheriff's Office Personnel and will work in coordination with the requesting agencies chain of command.
 - H. During an unusual occurrence involving casualties a phone bank will be established at the Blount County Justice Center. The phone bank will be staffed by volunteers if available or by personnel from emergency service agencies in Blount County. All casualty information will be channeled from Incident Command to the phone bank. The phone bank is equipped with numerous roll

over phone lines and the number (865-273-5009) to these lines will be publicized to the media throughout the event.

- I. Public Information is an important ingredient when dealing with an unusual occurrence. The Public Information Officer will respond to the Command post. They will assist the Incident Commander in disseminating information to the media to keep the public informed of possible hazards, warnings and any other information deemed appropriate for release and for the welfare of the public. No information concerning the incident will be released to the media except by the Public Information Officer and with the consent of the Incident Commander and at the direction of the Sheriff, Chief Deputy, or Deputy Chief of Patrol and Public Safety. Release of timely and valid information from a single source will reduce the rumor and conjecture that can become a problem with the public as well as the media when there is no information or incorrect information is disseminated.
- J. All members of the Blount County Sheriff's Office will make themselves available to the incident commander for support during an unusual occurrence or natural/man-made disaster. Regular daily duties of the Sheriff's Office must continue but all functions will contribute as needed in situations requiring additional manpower for deployment or in situations that must be sustained for an extended period of time. The Logistics officer shall be responsible for coordinating with supervisors of other functions as well as with administrators from other agencies and ensuring the incident commander receives the support needed to effectively manage all aspects of the incident.
- K. In many unusual occurrences or natural/man-made disasters military support can be crucial. Coordination with military organizations shall be the responsibility of the Deputy Chief of Patrol and Public Safety. He will coordinate, with the approval of the Sheriff and Chief Deputy, the involvement of any military organization whose assistance is deemed necessary. This may require the involvement of The Tennessee Emergency Management Agency (TEMA) in order to request resources from the Tennessee National Guard. In such case of military response, the military commander will report to incident command and be integrated into the incident command system.
- L. Specific public buildings and facilities in Blount County have been designated as a priority resource. During periods when the Homeland Security Threat Advisory is elevated the Sheriff, Chief Deputy or Deputy Chief of Patrol and Public Safety may deem it necessary to provide special security measures for these resources. The following resources are designated as a priority.

Blount Memorial Hospital
Blount County Courthouse
Blount County Justice Center
McGhee Tyson ANGB
Calderwood Dam

Blount County Schools
Blount County School Central Office
Aluminum Company of America
McGhee Tyson Airport
Chilhowee Dam

All Water Treatment Facilities
Dyno Southeast Inc.
Railroad Bridges and Substations
Cell Phone Towers and Repeaters
Maryville College
Pellissippi State College

All Electrical Substation Facilities
Arterial Bridges and Overpasses
E-911 Communication Center
Denso Inc.

- M. During unusual occurrences or natural disasters it may become necessary to detour traffic in Blount County. In this situation the Patrol Captain or his designee will coordinate with other law enforcement agencies and public works departments to plan the safest and most direct route for emergency responders as well as other motorists to avoid hazardous areas of travel. The Patrol Captain or designee will also insure that all detours are clearly marked and all emergency response agencies are advised as soon as they are implemented. He will also work in conjunction with the Public Information Officer to insure the public is informed as soon as possible.
- N. Equipment availability during unusual occurrences or natural disasters can be a challenging issue. During these situations it may become necessary to use all available resources from all emergency response agencies in Blount County. It will be the responsibility of the logistics officer to acquire and coordinate the response of any and all resources required to effectively respond to and manage the situation. This should be accomplished at the direction of the Incident Commander. Resources required from agencies outside of Blount County should be coordinated by the Logistics Officer with the approval of the Deputy Chief of Patrol and Public Safety, Chief Deputy or Sheriff.
- O. Transportation is an important issue during unusual occurrences or natural disasters. The Patrol Captain or his designee will make arrangements for the transportation of personnel and equipment during these situations. They will coordinate with outside agencies such as the public transit agencies and private transport companies. There are also memorandums of understanding with surrounding agencies that can be activated to assist with transportation.
- P. The de-escalation of emergency response and services after an unusual occurrence or natural disaster must be coordinated with all agencies involved. This process must be tailored to the specific incident. The Deputy Chief of Patrol and Public Safety will coordinate with other agencies such as fire departments, military, Red Cross, and the community to insure that all needs are met during the recall and redeployment of personnel and assets. It is important to recognize that many services may be needed for extended periods of time after the initial incident is resolved. De-escalation should be a deliberate and methodical process.
- Q. All criminal/legal proceedings originating from an unusual occurrence or natural disaster will be coordinated through Criminal Investigations. An individual Investigator may be assigned to the case, but the Criminal Investigations

Supervisor or designee will monitor the investigation and consult with the Office of the Attorney General during the prosecutorial process. He will also insure that if any victim services are required that the Victim/Witness Coordinator is involved and assists with any services needed.

- R. During response to an unusual occurrence or natural disaster in Blount County it may be deemed necessary to call upon law enforcement agencies from other jurisdictions for assistance. In this situation the approval of the Sheriff, Chief Deputy, or Deputy Chief of Patrol and Public Safety is required. Upon the response of other law enforcement agencies to Blount County they will be utilized to augment the existing personnel. The authority of employees from other agencies to perform law enforcement duties in this jurisdiction is based upon TCA 58-8-101 thru 58-8-115, regarding mutual aide.
- S. During the time after the incident of an unusual occurrence or natural disaster, the Deputy Chief of Patrol and Public Safety will coordinate with other agencies to provide services to the citizens of Blount County as required. This will involve a large joint effort and all resources should be utilized to meet the needs of the community. It will be important to maintain normal law enforcement functions as well as take on the extra duties required by the incident. The Patrol Captain or designee will ensure that all required functions in the community operate as smoothly as possible and that these functions are sustained for as long as deemed necessary.
- T. After the completion of operations for an unusual occurrence or natural disaster and all aspects of the operation have de-escalated and returned to normal. The Patrol Captain or designee shall complete an after action report. This report will include a chronological record of events and responses throughout the entire incident as well as a list of any and all personnel and resources used, to include other agencies contributions. Copies of all documents recording personnel time, documenting procured resources, recording expenses, and the documentation of any injuries to personnel should be included. This after action report will also include any issues or problems that were experienced during the incident and recommendations to overcome these issues in the future. This report should be completed as soon as possible after de-escalation of the situation to provide for good recall on the part of all personnel. This report will be submitted to the Deputy Chief of Patrol and Public Safety and forwarded to the Chief Deputy and Sheriff for their review and approval.

2.09.02 Mass Arrests

- A. The following procedures will be followed for carrying out mass arrests:
 - 1. Those arrested will be brought to the Blount County Justice Center for processing by Adult Detention Center personnel, including a photograph and fingerprints taken of each person booked to aid in identification. It is essential

- that all those arrested are positively identified to ensure against false arrest.
2. Juvenile offenders will be kept separate and processed by Juvenile Detention Center personnel as soon as possible.
 3. Any agency vehicle with security cages, including vans, may be used for transporting prisoners in mass arrest operations.
 4. Any evidence collected as the result of a mass arrest will be processed in accordance with Sheriff's Office policies and procedures.
 5. Additional correctional personnel may be placed on duty to assist with security and processing of arrestees.
 6. The Sheriff, Chief Deputy, or a Deputy Chief may authorize Sheriff's Office personnel to assist other agencies with mass arrests, or may request assistance from other agencies with mass arrests initiated by the Sheriff's Office in accordance with interagency agreements.
- B. Attorneys will be allowed to visit arrestees as soon as possible, without jeopardizing security.
- C. The Public Information Officer will provide press releases as necessary.
- D. The Adult Detention Center will prepare food sufficient to provide for the temporary influx of prisoners from mass arrests.
- E. Additional medical personnel may be placed on duty, or on standby, to provide needed medical treatment.
- F. Additional patrol personnel may be placed on duty near the Adult Detention Center to assist with security.
- G. Additional booking officers may be included to expedite booking procedures.
- H. Additional Investigators will be placed on duty at the discretion of the supervisor in charge.
- I. If there is inadequate space in the felony cells for housing arrestees, they may be confined in the intake holding cells and the multipurpose rooms in the Adult Detention Center. These facilities have toilet facilities available.
- J. Prisoners held in the intake holding cells and multipurpose rooms will be escorted, as necessary, for showers.
- K. The Chief Deputy, or designee, will maintain close liaison with the courts and the District Attorney General's Office relating to the disposition of the processed arrestees.

2.09.03 Bomb Emergencies

- A. The following procedures will be followed when responding to calls regarding bomb threats, possible explosive devices, or explosions:
 - 1. The Shift Supervisor will respond to the scene, assume command, establish a command post and assembly area if necessary, and coordinate efforts with responding fire departments, medical personnel, and other agencies.
 - 2. The Communications Center will notify the Patrol Captain or designee, and the Command Staff.
 - 3. Radio use near the scene will be restricted in case there is a radio-activated bomb.
 - 4. A security perimeter will be established.
 - 5. Surrounding areas will be evacuated if prudent.

- B. Witnesses who spoke to the caller will be interviewed to ascertain:
 - 1. If a time limit was given.
 - 2. Any indications given where the device could be located.
 - 3. The caller's exact words.
 - 4. Whether a number was displayed on a caller identification box.
 - 5. Whether the caller had an accent.
 - 6. Whether the number called was published.
 - 7. The caller's sex.
 - 8. Any other pertinent information available.

- C. A search for the explosive device will be organized unless there is indication that the threat of an explosion is imminent.

- U. If a device is found, the bomb disposal unit of the Knox County Sheriff's Office (KCSO) will be contacted to examine and dispose of the device. If that unit is not available, the Knoxville Police Department's bomb squad, or the Tennessee Highway Patrol's bomb disposal unit, will be contacted.

- V. In the event of an explosion, Deputies will assist any injured persons and secure the crime scene for investigation.

2.09.04 Mobilization Plan

- A. Whenever the BCEMA declares a Level 3 Alert/Increased Readiness (as designated in the Basic Emergency Plan, p. 17), the Patrol Captain or designee will implement the Response and Recovery sections of the Emergency Support Function relating to Law Enforcement (ESF 13). The Patrol Captain or designee will immediately report to the Blount County Emergency Operations Center located at the Blount County Emergency Communications District Building on Louisville Road, and coordinate the efforts of the BCSO with the other agencies that constitute a response to a Level 3 incident. The Basic Emergency Plan and

the Emergency Support Function portion of the Emergency Plan are located in the office of the Patrol Captain or designee.

- B. The primary staging area for the Sheriff's Office when a Level 3 Alert is issued will be the Blount County Justice Center. The Patrol Captain or designee will designate a secondary staging area if the Justice Center cannot be reached, or has been damaged.
- C. Any specialized equipment or supplies, such as traffic cones, riot gear, barricades, or other material or supplies needed in response to an incident necessary related to a Level 3 Alert, will be issued by the Shift Supervisor, or coordinated by other agencies as directed by the Patrol Captain or designee.

2.09.05 Security of VIP's (Revised 11/18/02)

The following guidelines will be followed in providing security for VIP's, celebrities, dignitaries, or notorious people or organizations:

- A. The Patrol Captain or designee will supervise and coordinate security with Sheriff's Office personnel and other agencies, unless another Deputy is designated in charge by the Sheriff or Chief Deputy. If another agency, such as the US Secret Service, has primary responsibility for security, the Patrol Captain or designee, or other designated Deputy, will cooperate fully with the agency.
- B. The Sheriff's Special Weapons and Tactics Team (SWAT) will be activated for major events, and will be authorized to use any special weapons necessary for protection of dignitaries and others.
- C. Vehicles will be assigned to escort, and possibly transport, VIP's as necessary, and will be placed as necessary for surveillance and roadblocks.
- D. Deputies working protection details will wear body armor, which may also be provided to dignitaries or notorious persons.
- E. The Patrol Captain, and/or designee, will inspect facilities ahead of an event to gather intelligence for security planning, and will plan the safest routes for dignitaries traveling to and from significant locations. Alternate routes will also be planned.
- F. The Patrol Captain, or designee, will cooperate fully with outside agencies and emergency management personnel. Plan development and updates will be coordinated with those affected agencies.
- G. Emergency medical personnel will be notified to be present or on standby if deemed necessary. At least 1 local emergency room should be prepared for any possible emergency.

- H. For major events, personnel will be issued radios and may use alternate radio channels for communications.
- I. An identification system, such as lapel pins, may be developed for Deputies in plain clothes. If other agencies involved in an event use such a system, Sheriff's Office personnel will be briefed on their system.

2.09.06 Special Events (Revised 11/18/02)

These guidelines will be followed in planning for functions involving large-scale special events such as sporting events, parades, major construction activity, air shows, and demonstrations:

- A. The Patrol Captain, or designee, will be in charge of law enforcement functions during special events.
- B. Because various events may have very different circumstances, the supervisor in charge of Sheriff's Office functions at any special event will create a written plan that will include the following elements:
 - 1. Estimate of traffic, crowd control, and any potential crime problems.
 - 2. Contingency plans for traffic direction and control.
 - 3. Possible Sheriff's Special Weapons and Tactics Team (SWAT) functions.
 - 4. Logistical requirements.
 - 5. Coordination with the Sheriff's Office and with other agencies.
 - 6. An after-action report is required after each event.
 - 7. Special personnel qualification requirements, if any.
 - 8. Command and Control.

2.09.07 Search and Rescue Missions

- A. Although search and rescue missions generally do not require law enforcement functions, the Sheriff's Office will participate in such missions as necessary to serve the citizens of Blount County. Special operations units may offer special assistance due to their special skills and abilities.
- B. If the Blount County Emergency Management Agency (BCEMA) becomes involved in a rescue mission, the Patrol Captain or designee will coordinate with BCEMA.

2.09.08 Response Plan to Abandoned, Abducted, Missing, or Runaway Children (Added 03/28/03), (Revised 07/16/08 & 12/14/08, 11/14/11, 04/09/12)

Policy:

It is the responsibility of each Deputy receiving reports of missing, runaway, abandoned, abducted, unidentified or other missing status children to conduct a proper and thorough investigation, prepare necessary reports, and with Shift Supervisor

approval, request appropriate NCIC entries. Agency effectiveness and system efficiency depend upon accurate and prompt entry of missing person information, query data and immediate cancellation of entries when no longer needed. It shall be the policy of the Blount County Sheriff's Office to thoroughly investigate all reports of missing children. Every child reported missing to this agency would be considered "at risk" until significant information to the contrary is confirmed. Additionally, jurisdictional conflicts are to be avoided when a child is reported missing. If a missing child either resides in, or was last seen in this jurisdiction, the Blount County Sheriff's Office will immediately initiate the required reporting process. If a child resides in Blount County Sheriff's Office jurisdiction but was last seen in another jurisdiction and that agency refuses to take a missing child report, the Blount County Sheriff's Office will assume reporting and investigative responsibilities.

Definitions:

- A. Non-family Abduction – involves a child who has been wrongfully taken by a non-family perpetrator through the use of physical force, persuasion, or threat of bodily harm.
- B. Family Abduction – occurs when, in violation of a court order, decree, or other legitimate custodial rights, a member of the child's family, or someone acting on behalf of a family member, takes or fails to return a child. This is also referred to as parental kidnapping or custodial interference.
- C. Runaway – a child, often a teenager, leaves home voluntarily for a variety of reasons. This would include a child 17 years of age or younger.
- D. Throwaway – a child whose caretaker makes no effort to recover the child after running away, who has been abandoned or deserted, or who has been asked to leave his or her home and not allowed to return. While not necessarily reported to authorities as missing, children in this category frequently come to the attention of law enforcement.
- E. Lost, injured, or otherwise missing – a child who has disappeared under unknown circumstances. The incident may range from the child wandering away and becoming lost to the child being abducted, wherein no one witnessed the act. These circumstances sometimes involve "foul play" where the reporting the incident is attempting to cover-up a crime involving the child.
- F. Missing Child – someone younger than 21 years of age and whose whereabouts are unknown to his or her custodial parent, guardian, or responsible party.
- G. Risk Factors – a child who is 13 years of age or younger or who is: out of the zone of safety for his or her age and development stage, has mental or behavioral disabilities, drug dependent, including prescribed and/or illegal substances and the dependency is potentially life-threatening, has been absent from home for more than 24 hours before being reported to law enforcement as missing, is in a life-threatening situation, is in the company of others who could endanger his or her welfare, is absent in a way inconsistent with established patterns of behavior and the deviation cannot be readily explained, is involved in a situation causing a reasonable person to conclude the child should be considered at risk.

- H. Investigative Checklist for First Responders – A guide provided to all Deputies that is to be used in gathering information and ensuring all investigative steps are completed.
- A. Initial Call to Report an Abandoned, Abducted, Missing, Runaway, Throwaway, Lost, Injured, or otherwise missing Children
 - 1. When a child (Younger than 21 years of age.) is reported abandoned, abducted, missing, runaway, throwaway, lost, injured, or otherwise missing the Communications Center personnel or the responding Deputy who is receiving the information should ask the questions listed below and pay careful attention to the reporting person's demeanor, tone of voice, and other characteristics that may help with an investigation. The person receiving a call should ask the reporting person the following (but not necessarily limited to) the following questions:
 - a. Identity of the caller
 - b. Location of incident
 - c. Age of child
 - d. When did abduction occur
 - e. Offender information (if available):
 - 1) Vehicle description
 - 2) Direction of travel
 - 3) Physical description and clothing worn
 - f. Offender's current location, if known
 - g. Victim information:
 - 1) Name
 - 2) Physical description and clothing worn at abduction
 - h. Relationship of offender to victim
 - i. Presence of physical or mental problems (medication needs of mental deficiencies.
 - j. Location of parents or guardian
 - 2. A Deputy and supervisor should be dispatched immediately. The abandoned, abducted, missing, runaway, throwaway, lost, injured, or otherwise missing child is a call of the highest priority and must be dispatched without delay. An Investigator and Crime Scene Investigator may also be immediately dispatched after a responding supervisor has confirmed it. If it is determined risk factors are involved in the report of a missing child, the child will be considered at risk and an expanded investigation, including the use of all appropriate resources, will immediately commence.

3. Communications personnel will take (but not necessarily limited to) the following additional actions and comply with their written directives regarding Missing Children:
 - a. Determine the call history at the victim's address.
 - b. Determine if the child has been abandoned, abducted, missing, or runaway in the past.
 - c. Broadcast information to all law enforcement agencies in Blount County.
 - d. *If the reporting Deputy has the name of the offender, or a license plate number on a vehicle, check NCIC and other available information sources for further information.*

- B. Upon arrival at a scene of an abandoned, abducted, missing, runaway, throwaway, Lost, injured, or otherwise missing the initial responding Deputy should do the following:
 1. Interview the initial reporting person or the parent/guardian of the child, whomever the Deputy determines to have the most information available and confirm the child is in fact missing.
 2. Use the TBI Missing Child Report to serve as a guide for conducting initial interviews.
 3. Gather all pertinent information on the child as well as the offender and any vehicle information.
 4. Determine the site of the abandoned, abducted, missing, or runaway and secure the scene.
 5. Locate all witnesses, including other family members and neighbors.
 6. Obtain information from all witnesses.
 7. Keep all witnesses separate and advise them that an Investigator will need to interview them as a witness.
 8. Confirm the child's custody status.
 9. Identify the missing child's zone of safety for his or her age and development stage.
 10. Obtain a description of the suspected abductor(s) and other pertinent information if abduction has occurred.
 11. Use the Investigative Checklist that is provided to all Deputies as a guide in gathering information and ensuring all investigative steps are completed.
 12. Determine any unique circumstances of the abandoned, abducted, missing, runaway, throwaway, lost, injured, or otherwise missing that might include (but not be limited to):
 - a. Age of the child
 - b. Mental or physical disabilities
 - c. Any prior history of the child relating to previous episodes.
 - d. Custodial issues or evidence that a child is in significant danger of being harmed

- e. Inquire if the child has access to the Internet, cell phone, and/or other communications devices.
13. Advise the Shift Supervisor of pertinent information if he or she is not already on the scene.
 14. Obtain most recent photograph of the child.
 15. Have victim information entered into the NCIC as one of the following, disability, endangered, involuntary, juvenile, or catastrophe. This must be entered within 2 hours of obtaining base information.
- C. Once a child abandoned, abducted, missing, runaway, throwaway, lost, injured, or otherwise missing has been confirmed, the scene could become a major criminal occurrence and the Shift Supervisor may become the Incident Commander and establish a command and control process. Specific duties should include (but not limited to):
- a. Conferring with the responding Deputy to gather facts and to coordinate efforts.
 - b. May establish a command post away from the child's home staffed by the appropriate personnel as directed by the Sheriff, or his designee, based on the needs of the operation.
 - c. May request the Public Information Officer to respond to the scene as soon as possible to coordinate efforts with the news media.
 - d. Determining the need for an inner and outer perimeter.
 - e. Assuring that any search efforts are controlled and coordinated to maximize effectiveness.
 - f. Developing staffing plans to handle search of area as well as relief of personnel currently on the scene.
 - g. May request that a chaplain respond to the scene.
 - h. Establish a liaison with the victims family
 - i. May contact the appropriate federal law enforcement agencies including the FBI.
 - j. Discussing with the command staff the need to activate the AMBER Alert Plan.
 - k. Criminal Investigations personnel will be assigned to conduct follow-up investigations involving abandoned, abducted, missing, or runaway children by:
 - i. Obtain a briefing from agency personnel at the scene.
 - ii. Verify the accuracy of all descriptive information.
 - iii. Initiate a neighborhood investigation.
 - iv. Obtain a brief history of recent family dynamics.
 - v. Explore the basis for any conflicting information.
 - vi. Complete all remaining key investigative and coordination steps.
- D. A Deputy who is assigned to the report of an unidentified person, whether living or deceased, who appears to be a child shall,

1. Obtain a complete description
2. Enter the unidentified child's description into the NCIC Unidentified Person File.
3. Use all available resources to aid in the identification of the child.
4. Cancel all notifications after identification is confirmed.

E. A Deputy assigned to the recovery or return of a missing child shall

1. Verify the located child is in fact the reported missing child.
2. Secure intervention services if appropriate.
3. Arrange the return of the child to his or her legal guardian or an appropriate children's shelter in the case of a runaway or missing child from within the department jurisdiction who has been located and who is not wanted on a warrant or other law violation.
4. Place the child in custody and transport him or her to the appropriate facility for admission in the case of a runaway from another jurisdiction or from out-of-state who has been located and for whom a warrant exists or for whom an NCIC missing-person "hit" is verified.
5. Complete the appropriate supplemental reports and cancel all outstanding notifications.

F. AMBER Alert Plan

1. The AMBER Alert Plan is a partnership between law enforcement and the news media to immediately broadcast information on abducted children to the public. Use of the AMBER Alert Plan is designed to be a tool for law enforcement and has been successful because it is used in accordance with criteria that require that each case is carefully reviewed prior to activation.

G. Command Responsibility

1. Criteria for activation of an AMBER Alert Plan includes:
 - a. Confirmation that abduction has occurred.
 - b. A child abducted must be 17 years of age or younger.
 - c. There must be a significant likelihood that a child is in grave danger of serious bodily harm or death. Generally, runaways and custodial abductions, while extremely serious events, will not result in activation of the AMBER Alert Plan.
2. Those designated in the Sheriff's Office to activate the AMBER Alert Plan are:
 - a. Patrol Captain
 - b. Deputy Chief of Investigations

- c. Deputy Chief of patrol and Public Safety
- d. Chief Deputy
- e. Sheriff

H. If a decision is made to activate the AMBER Alert Plan, the Incident Commander Will:

1. Contact the Tennessee Bureau of Investigation (State Missing Children's Clearinghouse) at 1-800-TBI-Find to activate the Emergency Alert System. TBI will then contact the Tennessee Department of Transportation to activate "Intelligent Transportation Signs" with an AMBER Alert in the cities where the signs are available. Also, TBI will contact the National Center for Missing and Exploited Children, Tennessee Emergency Management Agency, and the Tennessee Highway Patrol.
2. Upon arrival to the scene of abduction, the Investigator and Crime Scene Investigator will assume responsibility of the investigation and may receive support from Patrol Deputies at the discretion of the Shift Supervisor based on the availability of personnel. The Investigator will conduct (but not necessarily limited to) the following activities:
 - a. Verify previously obtained information, as practical.
 - b. Review TBI Missing Child Report and add additional information to enhance detail as available.
 - c. Have a neighborhood profile conducted to include previous call histories, sex offender registry, probation and parole data, and other pertinent information.
 - d. Contact the National Center for Missing and Exploited Children (NCMEC) and the Tennessee Commission on Missing and Exploited Children (non-profit agency) for follow-up assistance and further investigative resources as needed.
 - e. Explore a brief history of family dynamics such as marital or household problems, custodial issues, and/or current status of household relationships.
 - f. These guidelines are recommended by Tennessee Bureau of Investigation AMBER Alert Protocol and in no way supersede BCSO General Order 4.02, *Responsibility for Preliminary and Follow Up Investigations* relating to preliminary and follow-up investigations.

I. Recovery Interviews

1. When a child is recovered from abduction, it is critically important to interview the child to gain insight into the circumstances of the event as well as to determine the health and well being of the child. In addition, vital information may be obtained that may prevent additional abductions.
2. Include all necessary agencies (such as the Department of Children's

Services) in the interview to prevent re-victimization. The lead Investigator or the recovering agency in the event the child is recovered in another jurisdiction, will conduct the recovery interview. The interview should be conducted prior to the child being reunited with their parents or guardians. Recovery interview questions should include (but not necessarily limited to):

a. Personal information such as:

- 1) Where does the child live?
- 2) With whom does the child live? List everyone in the house.
- 3) Where does the child go to school?
- 4) What grade is the child in?
- 5) Does the child feel safe going home with parents/guardians?

b. Incident information such as:

- 1) When was the child abducted? (See if there is a difference in time)
- 2) From where was the child abducted?
- 3) Does the child know where the abductor took them?
- 4) Was the child physically or sexually abused?
- 5) Ask the child to describe the event from the time of abduction through recovery.

J. Reunification Plan

1. When feasible, prior to allowing the child to be reunited with the parents or guardians, the following should occur:
 - a. Immediate, complete physical examination including the possible collection of evidence in the event the child was sexually abused.
 - b. Plan for the parents or guardians and the child to be reunited in a private setting.
 - c. Send out an e-mail message on the LOCATER system; notify TBI; they will contact TDOT, THP, TEMA, and the National Center for Missing and Exploited Children that the Amber Alert has been canceled.
 - d. Cancel all bulletins, BOLO's, NCIC entry, and other information systems.

- K. At the appropriate time, the Sheriff or his designee will call an after-action debriefing concerning the incident that will include members of the AMBER Alert Plan command staff, the lead Investigator and Crime Scene Investigator, and other personnel as directed by the Sheriff or his designee.
- L. These procedures relate solely to the operation of the AMBER Alert Plan and do not supersede any General Orders relating to the operation of the Blount County Sheriff's Office.

2.09.09 All Hazard Plan (Added 09/26/06) (Revised 07/15/08)

Purpose:

To provide the Blount County Sheriff's Office a basic plan for response to any major man-made or weather incident that affects the welfare and safety of the citizens of Blount County.

Objective:

The objective of "All Hazard Plan" is to provide the means for manpower and resources to be diverted to handle any major disruption of infrastructure in the county and mitigate injuries or deaths that could result from that disruption. While at the same time response to calls for service and daily operations are maintained.

In the event of a major event that caused major disruption of infrastructure and or mass casualties the following plan should be implemented. Upon the approval of the Sheriff, Chief Deputy or any Deputy Chief this plan would be activated.

- 1) All deputies assigned to School Resource Officer positions would be reassigned to patrol and evenly distributed among the three shifts.
- 2) All personnel assigned to Criminal Investigations would be reassigned to Patrol for the duration of the event with the exception of one supervisor, one investigator, and one crime scene investigator.
- 3) Administrative personnel would be reassigned to patrol at the discretion of the Chief Deputy.
- 4) The number of personnel on each Patrol shift would be divided evenly into two groups. One group would be assigned to the incident while the other half would work two twelve hour shifts and respond to calls for service. This would insure that daily operations were maintained. All regular days off and vacations would be cancelled until the incident had been resolved or appropriately mitigated.
- 5) All operations concerning the incident will be managed IAW BCSO Policy and Procedure concerning the activation of the National Incident Management System.
- 6) All personnel would be returned to their regular schedule as soon as possible following redeployment from the incident.

Description:

The Blount County Sheriff's Office will maintain an All Hazard Plan. This plan will include maps, shelter information, alternate communication options, and

other information deemed necessary in the event of a natural or man-made disaster or other unusual occurrence. This plan will be maintained by the Deputy Chief of Patrol and Public Safety and will be reviewed annually and updated as needed. This plan will work in concert with General Order 2.10.07 (Incident Command).

Training:

Training will be conducted for all agency personnel on the All Hazard Plan during annual in-service training.

Active Threats (Added October 1, 2014)

Upon members of the Blount County Sheriff's Office becoming aware or being notified of an active threat the information will immediately be passed through the chain of command to the Chief Deputy and Sheriff. However, it will be the responsibility of the Deputy Chief of Patrol and Public Safety to ensure the appropriate coordinated response of Sheriff's Office personnel to any active threat. The information received will be assessed and if the threat is deemed to be an active viable threat that poses a danger to public safety, notifications will be issued immediately. Notification to the public will be made through all available media outlets, as well as through the Sheriff's Office website, Facebook account, and by way of Text-a-Tip. All other affected Public Safety agencies will also be notified immediately through the use of NCIC and the Blount County Communications Center. If it is deemed that lives are in imminent danger members of the Blount County Sheriff's Office will initiate an appropriate measured response immediately that will allow for neutralization of the danger or threat. Should shelter of the public, large medical response or any type of quarantine response be necessary, it is the responsibility of the Deputy Chief of Patrol and Public Safety to coordinate activities with the American Red Cross, Blount County Emergency Management and Health and Safety officials to ensure that needed personnel and equipment are made available for utilization. The Deputy Chief of Patrol and Public Safety will conduct an annual review of the policy and make recommendations concerning the policy and procedure and training needs.

2.09.10 Homeland Security (Revised 12/08/08)

- A. The Deputy Chief of Patrol and Public Safety or designee will maintain communications and foster relationships with Federal, State, and local agencies (both public and private) in regards to the exchange of information related to homeland security. It is the responsibility of the Deputy Chief of Patrol and Public Safety to ensure the Blount County Sheriff's Office is represented on the Joint Terrorism Task Force (JTTF), as well as the East Tennessee Homeland Security Council. He/She must also ensure that all correspondence such as telephone calls, e-mails, teletypes, and other information sharing is disseminated

throughout the Blount County Sheriff's Office as required by each function's need for the information relating to the performance of their daily duties.

- B. Information obtained through the investigation of criminal cases, received through contact with the public, received from a task force or other agency, or received from the Tennessee Fusion Center related to criminal and homeland security activities or any situation which might either directly or indirectly compromise homeland security will be forwarded to the Deputy Chief of Patrol and Public Safety for evaluation. Information that could possibly affect criminal and homeland security activity in this agencies' jurisdiction will immediately be forwarded to the Chief Deputy, Sheriff, and all concerned agencies or task force to ensure the appropriate action is taken in a timely manner. This information will be safeguarded and released only to personnel and agencies with a need to possess the information to perform their duties. A BCSO incident report may be completed and an investigation may be initiated on this information received that requires action in this jurisdiction.
- C. Training for agency personnel will be conducted on an annual basis during in-service training. The training will consist of updating personnel on the process of dissemination of information both up and down the chain of command as well as the need for interaction with other agencies or organizations. Personnel will also be reminded of the locations where regular updates and information is posted for their review.
- D. This information will be stored, safeguarded, and secured by the Deputy Chief of Investigations or designee using the same procedures as criminal intelligence which is addressed in BCSO General Order 4.06.04.
- E. All applicable legal and privacy statutes will be adhered to during the dissemination of information obtained.
- F. This information will be reviewed and purged by the Deputy Chief of Investigations or designee using the same procedures as criminal intelligence which is addressed in BCSO General Order 4.06.04.
- G. The procedures for receiving, disseminating, storing, and purging criminal intelligence as well as homeland security information that has been received, will be reviewed annually for effectiveness, by the Deputy Chief of Patrol and Public Safety.
- H. Awareness information on homeland security will be provided to the public through the Citizens Academy and on Sheriff's Office website (www.bcsocom.com).

2.09.11 CBRN Training and Equipment Guidelines

All first responders employed by the Blount County Sheriff's Office will receive training in relation to Chemical, Biological, Radiological, and Nuclear Weapons (CBRN) as well as other hazardous material to the level of familiarization equivalent or greater than that of NFA's initial response to Hazardous Material, Basic Concept Course. Individuals assigned to the Special Weapons and Tactics Unit will receive more intense training to enable them to operate in a contaminated environment if necessary. Personal Protective Equipment (PPE) in compliance with the standards adopted by The Homeland Security Science and Technology Division will be available to all first responders if required during response to a CBRN incident.

Pandemic Alerts

The Patrol Captain or designee is responsible for the coordination of response in a pandemic situation. The Blount County Sheriff's Office will coordinate with the Tennessee State Department of Health and the Blount County Health Department and work with all involved community agencies in the event of a Pandemic Alert. Heritage and William Blount High Schools have been designated as the locations to administer any needed inoculations. The Sheriff's Office will provide security for those sites, assist with any traffic related issues and offer other services as required.

2.10 Sheriff's Special Weapons and Tactics Team (SWAT) and Crisis Negotiation Team (CNT) (Revised 11/18/02)

The Sheriff's Office has created a Sheriff's Special Weapons and Tactics Team (SWAT) and a Crisis Negotiation Team (CNT) to be used for those events which, by their nature, are more dangerous or hazardous to Deputies than the majority of calls for law enforcement action, and that may constitute or contribute to grave peril to the general public.

2.10.01 Organization (Revised 11/18/02)

- A. SWAT and CNT will operate in a part-time capacity. When either team is not in mission or training exercises, its members will be assigned to their regular duties in the various units of the Sheriff's Office.
- B. The Chief Deputy will appoint the SWAT Commander, Assistant SWAT Commander, and the CNT Commander.
- C. When on missions and training exercises, SWAT and CNT members will obey all lawful orders of their commanders, regardless of their individual ranks.

2.10.02 SWAT Activation (Revised 11/18/02)

- A. In most situations, SWAT will not operate alone, but will be used to supplement the efforts of other components of the Sheriff's Office who are expected to cooperate with each other. SWAT may be used in any situation that due to either manpower or time constraints, or a situation calling for specialized training and/or

equipment, cannot be handled effectively or efficiently by on-duty personnel. These special situations may include, but are not limited to, the following:

1. Hostage situations.
2. Barricaded situations.
3. Sniper incidents.
4. Perimeter security for VIP's, dignitaries, celebrities, or notorious situations or people.
5. Dangerous felony arrests where there is cause to believe special tactics or weapons will be necessary.
6. Raids
7. Airport or airplane hijacking or bombing until proper Federal Aviation Administration, Federal Bureau of Investigation, and/or Airport Authority staff safely assumes control and investigation.
8. Any other situation deemed appropriate by the Sheriff.

B. The following personnel may activate SWAT and should coordinate through the Deputy Chief of Patrol and Public Safety or his designee:

1. Sheriff.
2. Chief Deputy.
3. All Deputy Chiefs
4. Patrol Captain or.

C. The SWAT Commander will post in the Communications Center procedures regarding activation of the SWAT.

2.10.03 Specialized SWAT Equipment (Revised 11/18/02)

A. The SWAT Team will have access to, and be authorized to use, the following equipment, at a minimum:

1. Portable, hand-held radio transceivers with earphones.
2. Gas masks.
3. Black and camouflage uniforms.
4. Bulletproof vests and/or protective vests are required for all special operations and are clearly marked identifying them as SWAT team members..
5. Side arms, rifles, automatic weapons, and shotguns.
6. Flashlights.
7. Binoculars.
8. Repelling equipment.
9. Chemical weapons.

- B. The SWAT Commander will inspect all equipment intended for use for operational readiness at least monthly.

2.10.04 Selection of SWAT and CNT Members (Revised 11/18/02)

- A. Assignment as a SWAT or CNT member will be on a voluntary basis, considered a special assignment, and will be filled as stipulated below.
- B. As positions become available, they will be advertised by announcements posted throughout the Sheriff's Office, and will include deadlines for filing applications and testing procedures.
- C. The Patrol Captain or designee will establish and administer a selection process for SWAT and CNT members.
- D. SWAT and CNT members will serve at the discretion of the Sheriff.
- E. Applicants for SWAT must meet the following requirements:
 - 1. Minimum of 1 year of experience with the Sheriff's Office, and completion of the probationary period.
 - 2. Good physical condition.
 - 3. Satisfactory personnel evaluations, training records, and attendance records.
 - 4. Ability to pass physical agility and endurance tests.
 - 5. Adequate technical knowledge as determined by the SWAT Commander.
 - 6. Satisfactory psychological examination and stress control.
 - 7. Maintain a 90% score or better on all firearms qualification.
- F. SWAT members may be temporarily removed from the unit at the discretion of the SWAT Commander and Patrol Captain or designee, and permanently removed at the discretion of the Chief Deputy, due to physical or mental impairment or other causes.
- G. Applicant for CNT must meet the following requirements:
 - 1. Minimum of 1 year of continuous service with the Sheriff's Office.
 - 2. Satisfactory personnel evaluations, training records, attendance records, and firearms qualification.
 - 3. Satisfactory psychological examination and stress control.
 - 4. Good verbal skills.
 - 5. Problem solving ability.
 - 6. Ability to manage stress.
- H. The selection process for SWAT and CNT will be as follows:
 - 1. The list of volunteers who have responded to the announcement will be forwarded to the Patrol Captain or designee.

2. The Patrol Captain or designee, SWAT Commander, or the CNT Commander will review the applicant's to ensure that the requirements have been met, form an interview board, and will coordinate interviews with applicants.
3. After the interviews, the interview board will review the applicants' records and the results of the interview process, formulate recommendations, and forward them to the Patrol Captain or designee.
4. The Patrol Captain or designee will then review the report of the interview board, prepare his own recommendations, and forward the recommendation to the Deputy Chief of Patrol and Public Safety for his review and endorsement to the Chief Deputy.
5. The Chief Deputy and the Sheriff will make the final selection of SWAT and CNT members.

2.10.05 Training (Revised 11/18/02)

- A. Selected Deputies must complete appropriate training prior to serving in the capacity of SWAT or CNT members.
- B. Training for SWAT and CNT will be accomplished on an ongoing basis, and will be specifically designed to develop skills needed to accomplish outlined tasks. In addition, SWAT and CNT members will engage in monthly readiness exercises as a unit. The SWAT and CNT Commanders will document training exercises.

2.10.06 Supervisory Responsibilities at Scene of an Unusual Occurrence or Event

Since a Patrol Deputy(s) will usually be the first to encounter a situation involving hostages, barricaded persons, or snipers, a Shift Supervisor will initiate procedures leading to a safe resolution of a situation immediately upon receipt of information indicating the need for SWAT and/or CNT services including:

- A. Dispatch of enough personnel to a scene to effectively contain and isolate the situation. Confrontation should be avoided until the SWAT and/or CNT arrives, if possible.
- B. Attempt to prevent escalation of a situation.
- C. Take any action deemed necessary to protect life.
- D. Establish a perimeter with patrol personnel until arrival of SWAT, at which time SWAT members will assume responsibility for the inner perimeter, and Patrol personnel for the outer perimeter.
- E. Have all persons evacuated from the immediate area to a safe location. If a situation persists, arrange for shelter and provide necessary support services.
- F. Arrange for the care and evacuation of any injured persons by ambulance to an established triage area and on to the appropriate medical facility.
- G. Alert necessary emergency agencies such as a fire department and emergency medical personnel, and have them stand by in a staging area near the command post. Responding personnel will be informed of the type of situation and the safest entry. Additional surveillance services will report to the staging area for

- coordination with Command Staff.
- H. Place vehicles in appropriate locations for surveillance and any pursuit that may develop.
 - I. Have Deputies control travel routes near the scene.
 - J. Have the Communications Center notify the Patrol Captain or designee, Deputy Chief of Patrol and Public Safety, Chief Deputy, and Sheriff for activation of the SWAT and/or CNT.
 - K. If there is a hostage situation, or the potential for a hostage situation to develop, have a hostage negotiator from the CNT dispatched to the scene.
 - L. Have a K-9 Unit dispatched to the scene, if appropriate.
 - M. Establish a surveillance post that is to be manned by patrol Deputies until relieved by SWAT.
 - N. Establish a command post in a safe location in as close proximity to the situation as possible, limiting access to essential personnel only.
 - O. The Incident Commander should remain in the command post and keep it stationary, arranging for staffing of a staging area outside the danger zone, and seeing that additional personnel remain in this area until assigned to further duty.
 - P. Have the Communications Center establish communications and/or provide information to other agencies as necessary.

2.10.07 Incident Command (Revised 02/17/05)

Purpose:

The purpose of this general order is to establish guidelines for the proper handling of major emergency events through the use of the National Incident Management System (NIMS).

Discussion:

The expanding scope and sophistication of emergency operations, along with increased possibilities of acts of terrorism, require law enforcement agencies to quickly act to stabilize and control emergency situations. Increasingly, law enforcement agencies must deal with large catastrophes with little or no notice. Immediate and decisive action is required to minimize loss of life, reduce property damage, and permit involved authorities to fulfill their responsibilities.

The National Incident Management System (NIMS) permits a clear point of control and can be expanded or contracted with ease to escalating or diminishing situations. The establishment of the NIMS must be readily adaptable to systems other agencies may use in important areas, i.e., terminology, modular organization, integrated communications and unity of command.

While the law enforcement mission is often handled with few officers, there are situations that quickly escalate into major incidents. It is important to work with other agencies that use this system, so when crises arise, all personnel are familiar with the NIMS structure

and can function effectively within it. This general order does not require the use of NIMS with minor instances handled solely by this agency. Additionally, not all components of NIMS need to be activated when the system is operational; only those that are needed in the situation should be used. Component activation and deactivation depends upon changing circumstances.

Pandemic Alerts

The Patrol Captain or designee is responsible for the coordination of response in a pandemic situation. The Blount County Sheriff's Office will coordinate with the Tennessee State Department of Health and the Blount County Health Department and work with all involved community agencies in the event of a Pandemic Alert. Heritage and William Blount High Schools have been designated as the locations to administer any needed inoculations. The Sheriff's Office will provide security for those sites, assist with any traffic related issues and offer other services as required.

A. Definitions:

Command Center- The command and control center of emergency operations, where the Incident Commander and staff are located. The CP is a geographic location not a specific entity (such as the Mobile Command Post).

Emergency Operations- The departmental response to any of a number of unusual occurrences; such as: natural and man-made disasters, civil unrest, barricade/hostage tactical situations, unusually large and/or lengthy enforcement or investigative activities, etc.

Emergency Operations Center ("EOC") - A central facility where government officials gather information to control government functions, communicate with the public, manage resources, and assure a coordinated response to emergency situations. The EOC provides support and compliments the NIMS Command Post but does not participate in any tactical operation.

Incident Commander- The individual responsible for overall incident management upon activation of the NIMS. Radio call sign is "Command".

National Incident Management System (NIMS) - A system of managing personnel and resources, which is the tool which will be used to implement contingency plans and control emergency operations.

Tactical Operations Center (TOC") - The centralized command and control location of the SWAT operation. The TOC is near, but separate from, the CP. "TOC" may be called on the radio.

B. Procedure:

1. Emergency Operations NIMS Activation:

- a. Emergency Operations are specific responses to unusual occurrences, which generally will be dictated by a pre-approved contingency plan. Emergency Operations must meet specific protocols to be implemented. Note that each incident requiring NIMS implementation is **not** an emergency operation. For example, a serious traffic crash may require NIMS implementation, but does not qualify as a contingency operation.
- b. The NIMS may be implemented if any of the following situations or incidents occur:
 - 1 Any Contingency Plan is required.
 - 2 A violent death results in a criminal or other investigation (e.g. a homicide, fatal traffic crash, or accidental death).
 - 3 A multi-discipline response is required at the scene of a traffic crash or fire which will involve the closure of a roadway and/or the extrication of victim(s).
 - 4 A felony investigation is undertaken involving a search for suspect(s) in various locales and/or foot.
 - 5 Any parade, festival, fair, celebration, dignitary protection, felony stakeout, search warrant service, drug sweep, sting operation, or other preplanned event occurs-whether staffed by on-duty or off-duty personnel.
 - 6 Any search for a missing person as defined by current policy, which involves the systematic search of an area by mobile or on-foot personnel.
 - 7 Any EOD or bomb threat call involving found explosives, suspicious packages, building searches, or actual detonations.
 - 8 Any other incidents at which the on-scene supervisor deems it necessary.
- c Personnel are directed to contact the on-scene supervisor of any corresponding agency to determine if command has already been established. If so, we will fit into the established NIMS structure as necessary.

2. Establishing, Transferring, and Terminating “Command” at Incidents:

Establishing Command

- A. The first arriving unit shall establish “command” on any incident as required by this order, if command has not been established by any corresponding agency as described in Section A.3. above.
- B. Command shall be established by transmitting the following to Communications: (Unit), I am establishing Incident Command. The command post is located at _____ . I will be “Command”.

Assuming Command

- A. Supervisors arriving at NIMS incidents shall not assume command until being briefed by the current Incident Commander. Once briefed, the arriving supervisor may decide on two options.
 - 1. If arriving supervisor deems the present Incident Commander competent and capable to continue in that position, they may decline assuming command and assist in other areas of the incident.
 - 2. They may assume command.
- B. Upon arrival, such personnel shall advise E-911 “arrived on the scene.”
- C. To assume command, transmit the following to Communications:
(Unit) “Communications, I am assuming Incident Command.” (*-See B.2.)

Terminating Command

- A. Command shall be passed down to the last unit remaining on the scene or the assignment.
- B. Upon completing duties associated with the incident, this unit shall transmit the following to Communications:
“Incident Command, Communications. Terminate this command (unit) is clear.” (*-SeeB.2.)

3. Responsibilities of Line Personnel:

All personnel shall adhere to the following when Emergency Operations are in effect, or the NIMS has been activated.

- 1. Communicate by “clear text” on the frequency assigned for the individual’s job task. Do not use 10-codes which may confuse responders from other agencies.
(Example: Command, I have been advised by a witness there are two armed robbery suspects and they have moved to the back of the store with three hostages.)
- 2. Do not communicate directly with the Tactical Operations Center, Incident Commander, or any other party outside the individual’s NIMS chain of command. Remember that the NIMS supervisor may not be the normal duty supervisor.
- 3. Perform the tasks assigned by the NIMS supervisor.

4. Do not abandon post or position until relieved or re-assigned by NIMS supervisor, unless a life-threatening incident occurs. If such an incident occurred, effected personnel are to take protective actions and advise command.

4. Responsibilities of Supervisory Personnel:

- A. All supervisors shall adhere to the following when Emergency Operations are in effect, or the NIMS has been activated:
 1. Operate assigned position, and supervise assigned subordinates.
 2. Brief assigned subordinates on job task, radio frequency, and situation status.
 3. Monitor subordinates radio traffic for conformity to NIMS standards.

5. Communications Requirements of On-Scene Personnel:

- A. During events where BCSO is the primary agency and has initiated incident command, all radio traffic will be directed to the Incident Commander.
- B. For anticipated events of a prolonged nature (i.e., July 4th celebration), a Command Post with a radio operator will be established. The Incident Commander may direct all involved personnel to communicate directly with the Command Post instead of the Incident Command for clarity of communication.
- C. For critical events where the BCSO is the lead agency and a Command Post has been established with a radio operator present, radio traffic may be directed to the Command Post if so ordered by the Incident Commander.
- D. During critical incidents requiring the involvement of multiple agency where the BCSO is not the lead agency, personnel shall communicate only with the designated police commander (“command”). The law enforcement commander shall represent the BCSO in all law enforcement matters at the Command Post. BCSO personnel are not to call the Command Post unless so directed.

6. Responsibilities of the E-911 Communications Center:

- A. The Communications Center shall adhere to the following when Emergency Operations are in effect, or the NIMS has been activated.
 1. Communicate only with the Incident Commander (“Command”).
 2. Key up all airs and announce:
“Attention all units, unit _____ has established Incident Command on a (type of incident) at (location). Unit _____ is Command.”
 3. Notify Fire, E.M.A., EMS of any BCSO unit establishing or terminating “command” at any incident which will, or might, require a response from that agency.

4. Communications shall be responsible for closing any radio frequency as requested by the Incident Commander.
5. Communications shall not act upon any request for resources from any personnel other than the Incident Commander.
6. Upon being advised of termination of command, key up all ahrs and announce: "Attention all units, Incident Command is terminated at _____ hrs."

7. Incident Commander:

- A. The Incident Commander, selected for competency and expertise, regardless of rank, has authority of conducting the overall operation. Therefore, the Incident Commander is responsible for all incident management activities including the development and implementation of strategic decisions, and for approving the ordering and releasing of resources.
- B. The Incident Commander should consider designating personnel to key positions to include: Liaison Officer; Public Information Officer; Operations Officer; Planning/Intelligence Officer; Logistics Officer; and A Finance Officer, as needed.
- C. All requests for additional resources shall be requested only through the Incident Commander and the communications center to alleviate duplicate requests for additional resources.
- D. The Incident Commander may also consider the activation of special task forces. A task force is any combination of resources which can be temporarily assembled for a specific mission. All resource elements within a task force must have common communications and a leader. task forces should be established to meet specific tactical needs and should demobilize as single resources. An example might be a SWAT Team, K-9 team, ambulance, and fire engine combined to deal with a high-risk building search.
- E. If necessary, the Incident Commander should also coordinate with Emergency management personnel of the Office of Emergency Management to prevent the request of duplicate additional resources and, if necessary, activate the Emergency Operations Center.

8. Initial Procedures:

- A. The initial steps taken at the site of any major emergency event will be those necessary to safeguard lives and property, secure the scene and control any crowd which me be present.
- B. The first officer on the scene shall do the following:

1. Attempt to avoid confrontation, in favor of controlling and containing the situation until supervisory, trained tactical and/or crisis negotiations personnel arrive.
 - a. In special situations, such as active school shootings, officers are trained to take tactical action, and upon the arrival of enough trained personnel, a team of officers may be directed to make entry prior to the arrival of a supervisor or Special Operations personnel.
 2. Evaluate the scope and seriousness of the incident.
 3. Notify immediate supervisor.
 4. Establish incident command.
 5. Notify the Communications Center of the following:
 - a. The location of the incident
 - b. The nature of the incident
 - c. The type and amount of assistance needed.
 6. Direct backup units and emergency equipment into the incident and/or staging area considering the best and safest route.
 7. When appropriate, evacuate all injured and endangered persons to a secure location and attempt to gather intelligence. If evacuation is not practical, shelter in place until a safe evacuation can be conducted.
- C. Upon arrival at the scene the on-duty supervisor or designee shall take command of all police activities and shall:
1. Isolate the first officer on the scene and verify the initial officer's assessment of the situation and either confirm or revise the request for support units.
 2. Establish a field command post and a staging area and inform the Communications Center of the locations. All responding officers will be advised to report to the command post upon arrival at the scene.
 3. Establish an outer perimeter.
 - a. Restrict pedestrian traffic into the incident area.
 - b. Maintain traffic flow around the incident area.
 - c. The size of the outer perimeter will be determined by:
 1. The type of the incident.
 2. The topography of the area.
 3. Manpower and equipment availability.
 4. Coordinate the removal of injured and endangered persons from the inner perimeter or area of danger.

- a. Detain and identify all person removed.
 - b. Keep a list of the people removed and their location.
 - c. Interview all persons removed to gather intelligence information.
 - d. Provide for their needs in a safe area.
5. If more manpower is needed then what is available, the Supervisor shall activate recall.
 6. Coordinate with other responding agencies, including other Police departments, and establish on-scene communications those agency members.
 7. In the event the incident exceeds the BCSO's ability to control, the Sheriff may request the help of state and federal organizations. During times of civil emergency, emergency restrictions such as a curfew of closing of certain businesses can be placed by the Mayor.
 8. If the event is a slowly building incident, assistance should be requested from the local Emergency Management Agency. During rapidly developing incidents requiring assistance beyond the local level, the Incident Commander may contact the state Emergency Operations Center for assistance. The Director of the Tennessee emergency Management Agency has the power to activate the Tennessee National Guard and other needed state resources.

9. Command Post:

- A. Once the Command Post is established in a safe area, the Communications Center will be notified of the location.
 1. In police-related matters, the Incident Commander will be the Sergeant, or higher ranking officer who has authority over the area, until relieved by a senior supervisor.
 2. Under incident command guidelines, police supervisors may relinquish control of a scene to other agencies depending on the type of incident. Incident Command protocol will be followed and may require police personnel to act in a supporting role.
- B. The Command Post once established will be the sole source of instructions and orders concerning the incident. The BCSO Mobile Command Post should be utilized for prolonged incident. The Incident Commander should request the unit be transported to the scene.
- C. The Command Post will be staffed initially by all or a combination of the following:

1. Incident Commander
2. Logistics Officer
3. Information/Intelligence Officer
4. Command Post Security Officer
5. Radio Operator
6. Scribe
7. Special Detail Supervisor(s), if utilized

D. The Incident Commander shall classify the incident and determine the personnel/equipment needed to resolve the situation.

E. The Incident Commander will exercise authority and control over all uniformed and non-uniformed members at the incident scene.

1. Members not needed will be returned to regular service or normal tour of duty.
2. Off-duty members should be directed to leave the area if they are not needed or directed to the staging area to await reassignment.
3. Non-uniformed and plainclothes members may be used to furnish investigative support at the Command Post and to interview persons evacuated from the inner perimeter.
4. The need for relief and breaks will be considered before returning officers to off-duty status or regular duty.

F. A chronological log of all events and actions taken will be kept by the appointed Scribe. The Logistics Officer will assist the Scribe in documenting pertinent information.

G. Staging Area

1. The staging area for personnel and equipment should be established nearby but separate from the command post and staffed with an experienced officer, acting as the Staging Officer.
2. The Executive Officer (normally the Deputy Chief of Administration) will organize the personnel and equipment, and relay instructions from the Command Post. Information will be provided to the Scribe for documentation.
3. The Logistics Officer (normally the Property and Evidence Supervisor) will keep a log of all incoming and outgoing personnel and equipment.
4. All personnel responding to the scene will report to the staging area for assignment.
5. The staging area will be guarded by a uniformed security force.
6. Non-uniformed, off-duty and plainclothes members will not proceed past the staging area unless the Incident Commander deems they are

needed for assignment. Non-uniformed members should not be utilized within the inner perimeter except in an emergency.

H. Media Area

1. A media area will be located outside the outer perimeter but away from the command post and staging area. The chosen location must be approved by scene supervisor.
 - a. Staffed by trained P.I.O. or A.P.I.O. who is in Communication with the Command Post.
 - b. The media will be kept informed but will not be allowed access outside of the media area.
 - c. All information released to the news media shall be approved by the Incident Commander.
 - d. Sensitive information released to the media must be limited in the event that the suspect(s) can receive radio and television broadcasts.

I. Command Post Security

1. Steps will be taken to ensure the security of the command post, such as issuing identification and/or credentialing to those working long-term scenes.
2. Access points should be limited, be staffed with security personnel and notification of locations will be provided to all groups involved in the incident. A list of authorized personnel may be required prior to agency participation.
3. Incident Commander may require communication capabilities with all agencies, volunteer groups and other service providers asking to assist prior to their implementation. Good communication is necessary for secure scenes.

10. Mobilization Plan:

- A. The Supervisor or designee may order a tactical alert/mobilization of personnel.
- B. A listing of departmental personnel including address and telephone number is also maintained by the Communications Center.
- C. All personnel are required to have a current telephone number on file in SOMS Computer System.

11. Utilization of Specialized Police Components:

- A. Special Operations Units shall provide a concentration of resources and Special expertise in Special Weapons and Tactics, Hostage Negotiations, Use of special purpose vehicles, decoy operations, undercover surveillance/stakeouts, bomb disposal, coverage of special events, coverage of disasters, riot control, and civil defense.

- B. The utilization of chemical agents in barricaded situations, riots, and civil disorder or civil defense is the decision of the Incident Commander. However, the type of agent and the method of delivery shall be in consultation with the SWAT Commander.
- C. Use of force against the suspect(s) shall follow the guidelines as set for in BCSO Use of Force policy.
- D. The BCSO maintains policies and procedures for the direction and supervision of specialized unit. Written directives on individual components may be found in the BCSO General Order Manuals. Plans and operational procedures are located within the Blount County Emergency Management Plan.

12. Considerations for Continuing Operations:

- A. In the event the incident becomes a prolonged affair, policies and procedures are in place to provide command and function responsibilities for different events.
- B. Procedures for the physical care (food, drink, rest) of incident participants will be enacted.

13. Demobilization Procedures:

- A. As the situation subsides, the Incident Commander will:
 - 1. Survey the affected area and determine the continued need for police personnel at the scene.
 - 2. As the situation allows, the amount of manpower and equipment at the scene will be reduced until only the personnel directly involved in the operation remain. Overall police involvement should continue until the situation is brought to a successful conclusion.
- C. Prior to securing, all involved personnel will report to the command post or staging area for instructions, debriefing, and check off prior to the end of the tour of duty.

14. Post-Occurrence Duties:

- A. At the conclusion of the major emergency event, the following duties should be performed:
 - 1. All equipment should be accounted for before securing. The Logistics Officer will return and account for all specialized equipment.
 - 2. All supervisors will account for all personnel under their command. When all personnel are accounted for, this information will be forwarded to the command post.
 - 3. Provisions will be made for any continued security of the area.

4. All supervisors will report to the Command Post for a debriefing of the events. This information and the Command Post log will be forwarded to the Deputy Chief of Patrol and Public Safety to assist in the evaluation process.
5. Evaluation-any situation which required police mobilization and intervention may be evaluated at the request of the Sheriff. Evaluations should provide the appropriate recommendations for future responses. To aid the evaluation process, a BCSO employee should be assigned to the Command Post to serve as a Scribe. The responsibility of the Scribe will be to log all operations of the Command Post during the event.

15. Reporting Responsibilities:

- A. One member assigned to the Command Post, the designated Scribe, will keep an activity log of all significant actions, commands, directives, and police actions. This information will be incorporated into the After Action Report as soon as practical after the incident.
- B. The Incident Commander shall complete the Critical Incident After Action Report to include the events transpiring during the major emergency event to include the following:
 1. Type of occurrence, date, time, and location.
 2. Summation of departmental response to the occurrence, and resources utilized.
 3. Causality information and equipment failures.
 4. Outside agency and services utilized.
 5. Other relevant information or problems.
- C. If specialized units such as SWAT, K-9, EOD are utilized, the commander of each specialized unit must complete a detailed report within 24 hours of the incident and forward it to the Deputy Chief of Patrol and Public Safety. The reports will then be forwarded to the Accreditation/Supervisor.

16. Evaluation:

- A. At the direction of the Sheriff, a Critical Incident Review Team may be assembled to review any police response to a major emergency event.
- B. The Critical Incident Review Team will analyze all relative information concerning the major emergency event in order to report to the Sheriff the following:
 1. Adherence to policies and procedures
 2. Decision-making basis and processes

17. Training:

- A. Annually, all sworn personnel shall receive training on the BCSO incident command system.

- B. The training exercise will be conducted for various components of the BCSO. The exercise should include tabletop, actual exercises, and multi-Agency involvement.

18. Review:

At least every three years an analysis of incidents and training effectiveness shall be conducted by the Deputy Chief of Patrol and Public Safety and submitted to the Chief Deputy and Sheriff.

19. Review Process

The Chief Deputy shall conduct an annual review of this general order and shall make necessary revisions.

20. Cancellation:

This general order shall remain in force until revoked or revised by competent authority.

2.10.08 SWAT Responsibilities (Revised 11/18/02)

- A. The SWAT Commander, or Assistant SWAT Commander, should direct the operations of the SWAT from an area where the scene can be safely observed. They should not participate in operations as this could interfere with adequate leadership and coordination of the team.
- B. Under the direction of the SWAT Commander, SWAT members will replace Deputies securing the inner perimeter.
- C. SWAT will be responsible for the following types of operations, should they become necessary as determined by the Incident Commander:
 - 1. Reconnaissance.
 - 2. Assault and/or rescue actions.
 - 3. Deployment of chemical agents.
 - 4. Sniper operations.
- D. Approval for the use of deadly force, or the use of less than deadly force, will come directly from the Incident Commander to the SWAT Commander, and only after all known possible alternatives have been exhausted.

2.10.09 Establishment of Outer Perimeter (Revised 11/18/02)

The Incident Commander will establish an outer perimeter with patrol personnel as they are relieved from the inner perimeter by SWAT members.

2.10.10 Crisis Negotiation

- A. The CNT will be dispatched to all incidents involving hostage situations, and any other type of situation in which an Incident Commander feels that negotiating skills may be useful in resolving a situation peacefully.
- B. A CNT member will establish communications by means of loudspeaker, cell phone, telephone, or hostage negotiator phone, and will begin negotiations, and provide intelligence to the Incident Commander by means of portable radio, telephone, or runner.
- C. The Incident Commander will be the ranking Deputy on the scene until the arrival of the Patrol Captain or designee who will assume duties as the Incident Commander, or will appoint another qualified supervisor as the Incident Commander.
- D. Negotiations are based on trades, and a Deputy or CNT member conducting negotiations should not offer any item without receiving an item in return. Only trained negotiators should conduct negotiations. Negotiators do not make decisions, with all trades subject to the approval of the Incident Commander.
- E. Items that may be negotiated and traded with suspects include, but not limited to:
 - 1. Food
 - 2. Water
 - 3. Utilities
 - 4. Media coverage
 - 5. Radio or TV
 - 6. Money
 - 7. Tobacco products
 - 8. Prescription drugs on advice of a doctor and with approval of an Incident Commander.
- F. Items that should never be offered in trade to suspects include, but not limited to:
 - 1. Alcohol
 - 2. Drugs
 - 3. Persons
 - 4. Weapons
 - 5. Ammunition
 - 6. Transportation

2.10.11 Public Information

- A. The Incident Commander will notify the Public Information Officer (PIO) to handle press releases in compliance with GO 2.11, Public Information.
- B. News personnel will be restricted to the media staging area that will be established by the Incident Commander where they cannot interfere with law

enforcement and other safety operations, or endanger Deputies, themselves, or others.

- C. Information released to news media must be carefully screened as the suspects who may have access to television and/or radio.

2.10.12 Use of Force and Chemical Agents

The use of deadly force, chemical agents, or pyrotechnics is an irreversible act, and will be used only on the authorization of the Incident Commander, or as necessary for protection against a direct threat of severe injury or death.

2.10.13 After-Action Report (Revised 11/18/02)

The Incident Commander, SWAT Commander, and/or the CNT Commander will each file a report with the Patrol Captain or designee following every deployment of the SWAT and/or CNT. All Deputies who use force during such incidents will file appropriate Use of Force Reports (see Appendix 3) with their supervisors as prescribed in GO 1.05 relating to the use of force.

2.11 Public Information (Revised 05/30/03)

The Sheriff's Office releases information to the news media through the Public Information Office, and reserves the right, within applicable law, to withhold information to protect the rights of individuals in custody, or prevent disclosure of confidential data that might be crucial in bringing an investigation to a successful conclusion. The Public Information Office serves as an official representative of the Sheriff's Office and all its employees. The Sheriff's Office is committed to ensuring the PIO function is part of a mutual aid support that law enforcement agencies provide to each other. To that end, the PIO will participate in and support professional associations and organizations comprised of PIO's from other public and private agencies. The Sheriff's Office will also participate in regional law enforcement / media associations that are designed to further an understanding between the two professions.

2.11.01 Public Information Officer

- A. The primary duty of the Public Information Officer (PIO) is to act as a liaison between the Blount County Sheriff's Office (BCSO) and news-gathering agencies. The PIO will release information that is timely, accurate, and factual, ensuring the public's "right to know" is met and respected.
- B. Other PIO responsibilities include the following:
 - 1. Coordinate and arrange press conferences and media interviews for the Sheriff's Office. When directed by the Sheriff, the PIO will arrange the location, contact local print and electronic media, prepare a news release to

coincide with the information to be presented, brief the media representatives as they arrive and assist with any of their needs such as electrical connections, and may serve as a moderator by assisting in answering questions and providing clarification as needed. Any media outlet requesting an interview with the Sheriff will need to coordinate the request through the Public Information Office.

2. Coordinate interviews and appearances between employees of the Sheriff's Office and newsgathering agencies, and to brief employees beforehand about possible issues to be raised in the interview.
3. Remain on 24-hour call and to respond to any scene involving the Sheriff's Office where news agencies might cover the event. The PIO serves as an official representative of the Sheriff's Office and will assist media representatives by relaying information as it becomes available and is cleared for release by the Sheriff, or his designee.
4. Promote the image of the Sheriff's Office through special interest stories and events, and by maintaining a close rapport with key personnel in area news agencies.
5. Publish a newsletter for all employees of the Sheriff's Office including stories about employees, special programs, and on-going events related to the Sheriff's Office.
6. Involve media representatives in the development of policies and procedures relating to the public information function to establish more effective working relationships between the Sheriff's Office and the media.

2.11.02 Release of Information to the Media

- A. The Public Information Office is the official representative of the Sheriff's Office in dealing with the media and releasing information. Employees are encouraged to be open and cooperative with the media. Under certain circumstances, it will be permissible for employees to release information to the media after first contacting the Public Information Officer or designee, i.e. information regarding automobile accidents and other minor incidents. The Public Information Office will be contacted before releasing information on any matters of importance to the Sheriff's Office.
- B. If a major crime is committed, or an investigation is underway that will result in arrests that would be of interest to the media, Deputies involved should contact the PIO or designee after notifying the shift supervisor and provide details of the operation. The PIO should be notified of any previous release of information to the media regarding an on-going investigation.
- C. The following information should be made available to the media concerning a defendant:

1. **Name, Age, and Residence.** Biographical facts are to be accurate and double-checked before release. In the case of a death, proper notification of family is required before names are released to the media.
 2. **The Criminal Charge Against the Defendant.** This will include the complaint, indictment, court date, and bond total for the charge or charges. Where appropriate, the identity of the complaining party can be released.
- D. The release of certain types of information by law enforcement, and the subsequent publication by the media, can create the danger of prejudice without serving a significant public interest. Employees should be aware of the dangers of prejudice in making pre-trial public disclosures of the following:
1. Opinions regarding the guilt or innocence of a defendant or that individual's character.
 2. Admission, confessions, or contents of a statement or alibi attributable to a defendant.
 3. Results of investigative procedures such as fingerprints, polygraph examinations, ballistic or laboratory tests.
 4. Statements concerning the credibility or anticipated testimony of prospective witnesses.
 5. Opinions regarding the validity of physical evidence in an investigation.
- E. In cases where the Sheriff's Office is involved in a dual law enforcement role with another agency, that agency will have the authority and responsibility for the release of information regarding its operation. The Sheriff's Office will be the chief source of the release of information if it is designated as the lead agency in an investigation.
- F. It is the ultimate responsibility of the Sheriff to release information to the public. That responsibility may be delegated to the following personnel:
1. The Public Information Officer is the primary contact for the news media.
 2. Supervisors with responsibility for a specific incident / case may be the secondary contact for the news media in the absence of the PIO.
 3. Other employees may respond to the media if directed to do so by the Sheriff, PIO, or their supervisor.

2.11.03 News Releases from the Public Information Office

- A. Periodically, the PIO will make the media aware of events or updates on investigations through a written news release. This will be written on letterhead with the BCSO emblem and the words *News Release* or *For Immediate Release* across the top. These releases are sent to every area media outlet via a fax machine or by email and may be posted on the Sheriff's Office website as well as other social media outlets. Written news releases can and will be issued at any time. News releases also will be issued during news conferences and when it is advisable to release official information to the media in written form.

- B. All information made public either through a news release or a press conference will be confirmed prior to release by the Sheriff, Chief Deputy or their designee, and will then be made available to all local media outlets involved in the coverage of law enforcement news in Blount County.

2.11.04 Matters of Sheriff's Office Policy and Internal Affairs Investigations

- A. Media questions relating to the policies and procedures of the Sheriff's Office should be directed to the Public Information Office. A copy of the Sheriff's Office's General Orders is available in the Public Information Office.
- B. No details of an internal affairs investigation will be released to the media until the inquiry is complete. Requests for these files must be made in writing to the Public Information Office.

2.11.05 Records and Photographs

- A. Reports of arrests made by Deputies are public record and should be made available to the media through the Public Information Office and/or the Corrections Function. Names and addresses of individuals involved in an incident requiring a report will not be released without prior approval from the Sheriff, or designee, in the following instances:
 - 1. Victims of sex crimes unless a homicide is also committed.
 - 2. Juvenile defendants unless they are being treated legally as adults or they are charged with a violent crime such as homicide, rape, or aggravated assault.
 - 3. Witnesses.
 - 4. Deceased persons before next of kin is notified.
- B. Mug shots of arrested individuals will be made available to the news media within a reasonable period of time after an arrest has been finalized. The Sheriff's Office will make mug shots available of any offender or inmate who is processed in the system, including individuals who may be arrested by other agencies. Mug shot requests should go through the Public Information Office.

2.11.06 Media Interviews with Inmates

The news media is allowed full access to talk to any inmate provided that he or she is willing to talk to the press and their attorney makes the initial contact with a media representative. The inmate must sign a waiver agreeing to the interview and reserves the right to cancel the meeting. Interviews must be done with a Deputy or corrections officer present. All interview requests must go through the Public Information Office, and the on-duty Adult of Juvenile Detention Center Shift Supervisor is also to be made aware that an interview will take place.

2.11.07 Use of Law Enforcement Vehicles by the News Media

News media representatives may be allowed to ride in Sheriff's Office vehicles under special circumstances. Media representatives must sign a Ride-a-Long Program Release and Waiver Form before entering a vehicle. Clearance to ride in Sheriff's Office vehicles must be scheduled and approved through the Public Information Office and the appropriate deputy chief. Sheriff's Office employees shall not permit members of the media to accompany them onto private property nor will they assist them in securing permission for access from property owners.

2.11.08 Special Events or Emergencies

- A. The PIO should be notified immediately if an event occurs, i.e. "spot news," where numerous media outlets converge on a crime or accident scene. This would include such incidents as major fires, natural or man-made disasters, or other catastrophic events.
- B. Until the PIO arrives, Deputies at a crime or accident scene should congregate the media in a staging area. This should be an area that will reasonably allow the media to photograph and cover the event, but not hinder law enforcement efforts on a scene.
- C. An Incident Commander on a crime or accident scene should make a reasonable effort to provide appropriate information to the media when the release of such information is acceptable, and relay to the PIO what has been released to the media.

2.11.09 Blount County Adult and Juvenile Detention Centers

- A. Guidelines and rules established in this media policy also apply to the Adult and Juvenile Detention Centers.
- B. The PIO serves as the official representative of the Sheriff's Office in dealing with media regarding events or persons associated with the Adult and Juvenile Detention Centers.
- C. The PIO may authorize the Adult Detention Center Administrator or a Shift Supervisor to release information to the media on behalf of the facility. The PIO should be contacted when there is an inquiry from the media regarding events or persons associated with the Adult and/or Juvenile Detention Centers.
- D. If an event occurs in the Adult or Juvenile Detention Center that draws media to the scene, personnel should direct media representatives to a designated staging area until the arrival of the PIO.

2.11.10 Ethics

It is the policy of the Sheriffs Office to treat members of the media with professional and ethical behavior. It is expected that the media will respond in a manner and follow ethical guidelines established by their industry. Members of the Sheriffs Office who believe they were treated unethically by members of the media should contact the Sheriff's Public Information Officer.

2.12 Prisoner Transportation

Transportation of persons in custody is a frequent activity, and Deputies involved in transport must be prepared to secure the safety of a prisoner, the transporting Deputies, and the public.

2.12.01 Search Requirements

- A. At the beginning of each shift, Deputies will search their assigned vehicles, or vehicles to be used to transport prisoners, for weapons and other contraband.
- B. Deputies transporting prisoners will search the transport vehicle prior to placing a prisoner in a vehicle, especially if there has been an opportunity for the introduction of contraband or weapons since the last search was made.
- C. At the completion of each transport, Deputies will search the transport vehicle to ensure a prisoner has not deposited weapons or other contraband in the vehicle.
- D. Personal property obtained from a prisoner(s) will be kept in areas of the vehicle inaccessible to a prisoner(s), such as in the vehicle's trunk.
- E. Prior to transporting any person arrested, the transporting Deputy will search the individual for contraband, weapons, or any item that could be used as a weapon. Such items will be retained by the transporting Deputy, and if an item is considered evidence, it will be included in an Incident Report stipulating the circumstances involved in obtaining the property as evidence and its complete description. The proper information will be placed with the property indicating it as evidence, and submitted to the Property and Evidence Custodian, or placed in an evidence locker located in the Justice Center. If an item can be returned to the owner, it will be placed with other personal property and processed by corrections officers during intake processing.

2.12.02 Safety and Security

- A. Prisoners will only be transported in a Sheriff's Office vehicle equipped with a safety cage barrier and modified so that the rear doors and windows cannot be opened from the inside.
- B. When a Deputy transports a single person, he or she will be placed in the back seat allowing the transporting Deputy maximum observation. This position will

be to the passenger side where the person is visible by right glance as well as rear-view mirror.

- C. When 2 Deputies transport a single person using a single vehicle, both will sit in the front of the vehicle and the person being transported should be positioned behind the driver to allow the non-driving Deputy the best view. If 2 vehicles are used in a transport, the person being transported will be placed in the lead vehicle in the same position as described for transport of a single person by a single Deputy.
- D. When vans are used for transport, persons being transported must be seated to allow Deputies the easiest and most direct viewing possible.
- E. A minimum of 2 Deputies and/or corrections officers will be assigned for transporting persons in the following situations:
 - 1. More than 2 persons.
 - 2. Any federal inmate.
- F. Except for emergencies or privacy given during toilet breaks, Deputies will maintain sight of persons being transported at all times, and will remain in close proximity to them.
- G. Transported persons will not be allowed to use toilet facilities during transports of short duration. In transports of an extended duration, the person(s) being transported will periodically be allowed to use toilet facilities that will be randomly selected and searched prior to use by a transported person.
- H. Stops for meals will be allowed only for extended transports when at least 2 Deputies and/or corrections officers are present. Deputies and/or corrections officers will choose restaurants at random and will attempt to avoid repeat visits to the same facilities.
- I. Except for cause related to safety and security, the most direct route to a destination will be planned. The duty of Deputies and/or corrections officers transporting persons is their safe and secure delivery. A Deputy or correction officer transporting anyone will not become involved in responding to the need for law enforcement services, except where risks to third parties is clear and grave.
- J. Those being transported will be allowed to communicate only with Deputies and/or corrections officers, medical personnel, and, at the discretion of the transporting Deputies and/or corrections officers, other prisoners. Deputies and/or corrections officers will closely supervise any contact to prevent the exchange of weapons and contraband and to minimize the risk of escape.

- K. Any time a prisoner to be transported is considered to be an unusual risk, the transporting Deputy will notify either the Adult or Juvenile Detention Center of the situation so they may be prepared to receive the prisoner. If a prisoner who poses an unusual risk is to be transported to another facility, that facility will be notified so they are aware and prepared to take appropriate measures.
- L. Prisoners will be restrained during transport by using handcuffs, body belts, and/or leg restraints, based on the security concerns related to each prisoner transported.

2.12.03 Escape

- A. If any person being transported escapes while being transported in Blount County, the transporting Deputy will:
 - 1. Immediately notify the Communications Center, giving the exact location, the direction of travel, name and description, charges against the person being transported, and any other pertinent information that could aid in capture. The Communications Center will in turn notify the appropriate administrative personnel.
 - 2. Make every reasonable effort to capture the escapee.
- B. If a person being transported escapes outside the jurisdiction of Blount County, a transporting Deputy will:
 - 1. Contact the Sheriff's Office in the county where the escape occurs, giving all pertinent information as noted in A.1. above.
 - 2. Notify the Communications Center who will in turn notify the appropriate administrative personnel.
 - 3. Make every reasonable attempt to capture the escapee.
- C. The Adult Detention Center has an Escape Plan that will be a guide to further action to capture the escapee, and relates to such matters as contacting residents in the area of the escape (if in Blount County), organizing a plan of action for apprehension of the escaped person, and those designated to serve as the core of Deputies and corrections officers involved in the efforts to apprehend.
- D. Once an escapee has been apprehended, or the effort to find an escapee is discontinued, the escorting Deputy will be required to complete an Incident Report, and the Incident Commander of the apprehension effort will also prepare an Incident Report, indicating the facts relating to the escape, and of the efforts to apprehend.
- E. The Chief Deputy will direct that an internal affairs investigation be conducted after all reports have been submitted. This investigation will analyze all aspects of the escape, identify any weaknesses in policies and procedures, specify any

staff performance issues, and recommend any corrective action(s) that may be necessary. The investigative report will be forwarded to the Chief Deputy.

2.12.04 Arrival at Detention Facilities (Revised 10/13/03)

- A. Persons being transported to other state, federal, or local correctional facilities will remain in the transport vehicle until appropriate security gates have completely closed and weapons have been secured.
- B. Transporting Deputies will secure their weapons in their vehicle, or in a gun locker located in the Sally Port.
- C. Handcuffs or other restraining devices will remain on the person being transported until he or she is ready to enter the Intake area of the Adult or Juvenile Detention Center, and corrections personnel either remove, or request the removal of handcuffs or other restraints.
- D. Upon arrival at the Adult or Juvenile Detention Center, the transporting Deputy will present the proper documentation authorizing the detention of the person being transported, advising them of any potential medical or security problem(s).
- E. When arriving at the Adult or Juvenile Detention Center, Deputies will not enter the Intake area unless permission is granted by the Corrections Shift Supervisor or in case of an emergency where the Deputy's immediate assistance is needed. All required paperwork will be completed in the write-up room located next to the Pat-Down area. When serving an existing warrant on the arrestee, the warrant will be brought to the Pat-Down area by Corrections personnel and the warrant will then be served on the arrestee by the arresting Deputy. Deputies assigned to Court Security will be allowed to enter the Intake area when an arrest is made in court. Once the arrestee is turned over to Corrections personnel, the Court Security Deputy will complete all required paperwork in the write-up room located next to the Pat-Down area.

2.12.05 Transport to Federal Court

- A. Two Deputies and/or corrections officers (one of whom must be POST certified) will escort persons to the Federal Court facilities by way of the most secure route as designated by the U.S. Marshal's Service.
- B. Weapons will not be taken into holding areas.
- C. Restraints will remain on persons being transported until just prior to placing them in secure cells.
- D. The U.S. Marshal's Service will be notified of any security risks associated with persons to be transported.

- E. All documents required for the Federal Court will be delivered to U.S. Marshal's Service personnel.

2.12.06 Transport to Medical Facilities

- A. Caution will be taken to ensure that any prisoner to be transported to a medical facility is isolated from other patients, and is not left unattended or permitted to escape control of the transporting Deputy.
- B. If a prisoner is to be admitted to a medical facility, the transporting Deputy will immediately notify the Adult Detention Center Shift Supervisor, and will remain with the prisoner until relieved by another Deputy or a corrections officer, or instructed to leave by a supervisor.
- C. Restraints will be removed only as necessary for medical examination, then immediately reapplied after the procedure is completed.
- D. If a prisoner must be transported in an ambulance, the accompanying Deputy may ride within the ambulance.

2.12.07 Sick or Injured Prisoners

- A. If a person is injured prior to or during an arrest situation, or during transport, he or she will be transported to a local hospital and offered treatment. Ambulance service will be used for transport if necessary. The Adult or Juvenile Detention Centers may accept an injured person if he or she refuses treatment or adequate health care has been verified by a physician's signature. A corrections supervisor can refuse acceptance of an injured or ill prisoner.
- B. If a person being transported becomes sick during transport, the transporting Deputy will have him or her examined by the sheriff's office medical staff prior to processing, who can refuse to accept the person. The medical staff and corrections supervisor will determine whether to transport the person to a medical facility. If, in a Deputy's judgment, the prisoner's sickness is serious, then he or she will notify the Communications Center and may transport the person directly to a medical facility. Transportation may be made by ambulance, depending on the circumstances.

2.12.08 Mentally Ill Persons (Added 03/15/05 Revised 11/17/11)

- A. Deputies will exercise the utmost caution when interacting with individuals suspected of being mentally ill. Frequently the results of this type illness will create unpredictable, dangerous situations. When involved in these volatile situations deputies will follow the guidelines set forth in the G.O. relative to Use of Force.

- B. Although violations of law may have occurred, discretion should be used to consider alternatives to arrest. This will ensure the best treatment options are used to keep those with mental illness out of the criminal justice system.
- C. Deputies and other personnel must be prepared to deal with situations involving persons who have mental illness and know how to respond to these situations in an appropriate and sensitive manner. Listed below are mental health indicators to assist in identifying persons with a mental illness:

Verbal Cues – these may include:

- (1) Illogical thoughts
 - (a) Expressing a combination of unrelated or abstract topics
 - (b) Expressing thoughts of greatness (*i.e.: person believes he is God*)
 - (c) Expressing ideas of being harassed or threatened (*i.e.: CIA monitoring thoughts through TV set*)
 - (d) Preoccupation with death, germs, guilt, etc.
- (2) Unusual speech patterns
 - (a) Nonsensical speech or chatter
 - (b) Word repetition – frequently stating the same or rhyming words or phrases
 - (c) Pressured speech – expressing urgency in manner of speaking
 - (d) Extremely slow speech
- (3) Verbal hostility or excitement
 - (a) Talking excitedly or loudly
 - (b) Argumentative, belligerent, unreasonably hostile
 - (c) Threatening harm of self or others
- b. Behavioral Cues – these may include:

- (1) Physical appearance
 - (a) Inappropriate to environment (*i.e.: shorts in winter, heavy coats in summer*)
 - (b) Bizarre clothing or makeup, taking into account current trends
- (2) Bodily movements
 - (a) Strange postures or mannerisms
 - (b) Lethargic, sluggish movements
 - (c) Repetitious, ritualistic movements
- (3) Seeing or hearing things that can't be confirmed
- (4) Confusion about or unawareness of surroundings

- (5) Lack of emotional response
 - (6) Causing injury to self
 - (7) Nonverbal expressions of sadness or grief
 - (8) Inappropriate emotional reactions
 - (a) Reacting to situations in an overly angry or frightening way
 - (b) Reacting with opposite of expected emotion (*i.e.: laughing at auto accident*)
- c. Environmental Cues – Surroundings are inappropriate, such as:
- (1) Decorations
Strange trimmings, inappropriate use of household items (*i.e.: aluminum foil covering windows*)
 - (2) Waste matter/trash
 - (a) “Packrat” – accumulation of trash (*i.e.: hoarding string, newspapers, paper bags, clutter, etc.*)
- D. The following specific guidelines detail how to approach and interact with a person who may have mental illnesses and who may be a crime victim, witness or suspect. These guidelines should be followed in all contact, whether on the street or during more formal interviews and interrogations. Deputies, while protecting their own safety, the safety of the person with illnesses and others at the scene:
- (1) remain calm and avoid overreacting
 - (2) continually assess the situation for danger; maintain adequate distance from subject
 - (3) be helpful and professional; keeping in mind that the mentally ill person in a crisis situation is generally afraid
 - (4) provide or obtain on-scene emergency aid when treatment of an injury is urgent
 - (5) check for and follow procedures indicated on medical alert bracelets or necklaces
 - (6) indicate a willingness to understand and help
 - (7) speak simply and briefly, and move slowly
 - (8) remove distractions, upsetting influences and disruptive people from the scene

- (9) understand that a rational discussion may not take place
 - (10) recognize that the person may be overwhelmed by sensations, thoughts, frightening beliefs, sounds (*voices*) or the environment
 - (11) be friendly, patient, accepting and encouraging, but remain firm and professional
 - (12) be aware that their uniform, gun, handcuffs and baton may frighten the person with mental illnesses, attempt to reassure him/her that no harm is intended
 - (13) recognize and acknowledge that a person's delusional or hallucinatory experience is real to him/her
 - (14) announce actions before initiating them
 - (15) gather information from family or bystanders
 - (16) if the person is experiencing a psychiatric crisis, attempt to have a local mental health professional respond to the scene
- b. While each incident will be different, when dealing with a person who may have mental illnesses, officers should be aware that their own actions might have an adverse effect on the situation. Actions that officers should generally avoid include:
- (1) moving suddenly, giving rapid orders or shouting
 - (2) forcing discussion or giving multiple choices that increase confusion
 - (3) direct, continuous eye contact
 - (4) touching the person (*unless essential to safety*)
 - (5) crowding the person or moving into his or her zone of comfort
 - (6) expressing anger, impatience or irritation
 - (7) assuming that a person who does not respond cannot hear
 - (8) using inflammatory language, such as "mental" or "mental subject"
 - (9) whispering, laughing or joking as it will increase suspicion and potential for violence

- E. All Sheriff's Office personnel will participate in training initially to be held during employee orientation and roll call training. There will also be review/update training every three years. This training will be coordinated by the Training Function and include participation by local mental healthcare professionals. Training will include recognizing indicators of possible mental illness and managing the behavior of affected individuals, as well as Sheriff's Office General Orders that are relative to services provided to the mentally ill.

2.12.09 Mental Health Transports (Revised 03/28/08)

- A. Deputies may transport prisoners to a local hospital emergency room, or contact Mobile Crisis for psychiatric evaluation for emergency committal under the following conditions:
 - 1. The Deputy observes unusual, erratic, or disruptive behavior that indicates an individual may be a distinct danger to himself/herself or others.
 - 2. The Deputy has in hand an emergency certificate of committal as described in *TCA 33-6-103*.
 - 3. The Deputy holds a judicial order for commitment.
- B. If an examining physician provides the proper certificate of need for mental health care commitment, the Deputy will transport the subject to the mental health facility that can provide the most appropriate care for that particular subject.
- C. Upon arrival at the medical facility conducting the mental evaluation, the responding Deputy will request a copy of the certificate of need and review it carefully for any conditions that might prevent the receiving facility accepting the subject. This copy of the certificate of need will be filed with the Deputy's Incident Report when a Incident Report is completed. If there are questions as to the subject's acceptance, the Deputy will contact the receiving facility by phone and speak with the attending physician to ensure that he or she is completely aware of the subject's condition. If the attending physician advises that the subject cannot be accepted, the Deputy will inform the evaluating physician of that fact and contact the Shift Supervisor upon leaving the medical facility.
- D. If the certificate of need is found to be in order as well as the condition of the subject, the Deputy will contact the receiving facility and advise of his or her arrival time with the subject. Prior to leaving the medical facility, the subject will be placed in the back seat of the Sheriff's Office vehicle and restrained in compliance with the section of this GO relating to restraints. If the subject is of the opposite sex, the Deputy will follow the guidelines set in this GO relative to the transport of prisoners of the opposite sex.
- E. Upon arrival at the receiving facility, the Deputy will remain with the subject until they are admitted, or one hour, forty-five minutes later, whichever comes first, if they have arrived within the estimated time of arrival given to the receiving facility. If they have not arrived within the estimated time of arrival, the Deputy

will remain with the subject until admitted regardless of the time required. If for any reason the receiving facility does not accept the subject, the Deputy will not transport the subject back to the evaluating medical facility. The Deputy will attempt to make arrangements to transport the subject back to his or her residence if it lies within Blount County. If the subject's residence is outside the boundaries of Blount County, the Deputy should assist the subject in making other arrangements.

- F. If a subject is transported from a mental health care facility, either by ambulance services or by the facility itself, to a medical facility for treatment, the transporting agency or the mental health facility is responsible for the subject's transportation back to the mental health facility. The Sheriff's Office will not assume the responsibility for their transportation, except as approved by the Patrol Captain or designee, or a member of the Command Staff.
- G. Firearms will not be transported into psychiatric or mental health facilities, but will be secured in lockboxes or in the vehicle prior to removing a prisoner from the vehicle.

2.12.10 Transporting Persons of Opposite Sex

If a Deputy transports a person of the opposite sex, he or she will:

- A. Notify the Communications Center of the starting location and beginning mileage to the nearest 1/10 mile.
- B. Proceed without delay and by the most direct route to the destination. The Communications Center will be notified if any delay or detour is encountered while en route.
- C. Immediately upon arrival at the destination, notify the Communication Center of the location and ending mileage to the nearest 1/10 mile.

2.12.11 Handicapped Persons

- A. When transporting handicapped prisoners, physical restraints will be applied, within reason, at the discretion of a transporting Deputy.
- B. Handicapped persons will be handcuffed and/or restrained with other devices such as leg irons or body belt if he or she is violent, resists arrest, or poses a threat to himself/herself or others.

2.12.12 Restraining Equipment

- A. Transportation of a prisoner will be accomplished using the degree of restraint deemed necessary by the transporting Deputy. Prisoners to be transported will be handcuffed if possible.
- B. Handcuffs will be double locked.
- C. If a prisoner to be transported is to be restrained by handcuffs only, he or she will be handcuffed behind his/her back with palms outward.
- D. If a prisoner to be transported is to be restrained with handcuffs and leg irons, he or she will be handcuffed in front to help prevent injury from falling.
- E. Leg restraints and belly chains will be used on prisoners to be transported who are violent, or who demonstrate any risk of escape, and must be used in the transport of all federal prisoners.
- F. No person will be handcuffed to any part of a vehicle except in emergency situations when no alternative exists. If such a situation occurs, the incident will be documented in an Incident Report and submitted to a Shift Supervisor.
- G. A Nylon Control Strap can be used to restrain the lower body of an unruly prisoner, if they try or make threats to disrupt the transport by using their legs. The Nylon Control Strap will be placed around both legs of the prisoner and pulled tight. The control strap will be extended through the bottom of the car door. Close the car door on the strap leaving the trailing slide bar outside the car; the strap should not touch the ground. Do not use this restraint for a prolonged period of time. The Nylon Control strap is not intended for restraining any other part of the human body and should not be placed on any other body part other than the lower part of the legs.

2.12.13 Special Situations

- A. Transports to visit critically ill family members or to attend funerals will only be conducted upon a court order or on approval of the Sheriff, or his designee.
- B. Persons participating in such special transports will remain in their corrections uniform and will be handcuffed, in leg irons, or otherwise restrained unless Deputies and/or corrections officers receive other instructions from the Sheriff, his designee, or court orders.
- C. Personal contact will be prohibited or restricted, and closely supervised.
- D. Such special transports will be conducted by a minimum of 2 Deputies and/or corrections officers, unless the Deputy Chief of Support Services determines otherwise based on review of classification data.

2.13 Field Reporting

Incidents alleged to have occurred within the jurisdiction of the Blount County Sheriff's Office are documented on the appropriate reports. Incidents that may be reported include the following:

- Citizen complaints.
- Citizen reports of crime.
- Incidents to which a Deputy is dispatched or assigned to investigate.
- Criminal and non-criminal cases initiated by Deputies.
- Incidents involving arrest, citation, or summons.

2.13.01 General

- A. With the exception of some Incident Reports, each report listed in this GO will be assigned a case number that is unique to each situation. Personnel completing reports on existing cases should use the computer generated case number originally assigned to the case. Personnel completing reports on new cases should use the computer generated case number from the Incident Report.
- B. Employees will submit all completed reports to their immediate supervisor for review by the end of their tour of duty. Supervisors will sign the reports after ensuring they are complete, accurate, legible, and on the proper forms, and will forward them to the Records Office.
- C. Supplemental reports will be completed and submitted to the appropriate supervisor within 48 hours after additional information, or information leading to an arrest, is obtained.
- D. The Records Office will ensure that all Incident Reports are completed and submitted to the appropriate deputy chief, or designee.
- E. Records Office personnel will conduct a final review of all reports received prior to entering the reports into the computer system. Errors and omissions will be returned to the deputy chief, or designee, of the originating unit for correction.
- F. Deputies will complete offense reports as outlined in the TIBRS Manual that includes code sheets to assist in determining which report should be completed.
- G. State Accident Report forms and supplements will be completed under the guidelines published in the *Tennessee Uniform Traffic Crash Report, TDS-SR-1*,

Officer's Manual. Records will forward all state accident reports involving injuries or property damage to the Tennessee Department of Safety.

- H. The Patrol Captain, or designee, maintains a record of citations issued to Deputies. Completed citations are forwarded to the Records Office for storage.
- I. Records personnel will enter all TIBRS reports and traffic accident reports into the computer records management system. Records personnel will enter data relating to citations and tow slips.

2.13.02 Report Writing

- A. Report writing is a critical part of communications. Most regard reports as a necessary evil to be done as quickly and minimally as possible. Most Deputies have never had to go to court to defend him or her self armed with only a substandard report. Employees required to write reports need to think of reports (Incident Reports, Accident Reports, and Supplementary Reports) as a tool to be used to defend themselves against lawsuits.
- B. When writing a report, answer the following questions, *“Who, what, when, where, how, and why.”* Any report must address these questions: *Who did what? When did they do it? Where did it happen? How did it happen? Why did it happen? It might be that you can answer all the questions except why?*

2.14 Identity Theft

POLICY

It shall be the policy of the Blount County Sheriff's Office to thoroughly investigate, and to accurately document cases of reported Identity Theft. The sheriff's office web site at www.bcsso.com contains information to educate and inform the public on Identity Theft. Also available, is the sheriff's office Identity Theft Information Pamphlet which discusses Identity Theft, procedures to follow if you become a victim and how to protect yourself from Identity Theft.

PURPOSE

The purpose of this Order is to establish procedures for the reporting, investigating and documenting cases involving identity theft as well as educating the community on identity theft crimes.

PROCEDURES

1. Initial Report

- A. The Blount County Sheriff's Office may take a report from a person who knows or reasonably suspects that his or her personal information has been unlawfully used by another (Identity Theft).

- B. The agency that has jurisdiction over the victim's actual residence is the agency to which the victim is to report. Crimes stemming from the Identity Theft that may have been committed in a different jurisdiction shall be referred to the law enforcement agency where the suspected crime was committed for an investigation of the facts.
- C. Personnel taking a report shall provide the victim with a Blount County Sheriff's Office Identity Theft Information Pamphlet as well as make them aware of the Identity Theft information of the sheriff's office web site.
- D. Personnel taking a report are required to provide the victim with information on how to obtain a copy of the incident report at the Blount County Justice Center.
- E. All identity theft reports shall be forwarded to Criminal Investigations for follow-up.

2. Follow-up Investigations

- A. Follow-up investigations of identity theft reports shall follow the policy and procedures identified in General Orders Section 4.02 – Responsibility for Preliminary and Follow-Up Investigations.
- B. If it is determined, upon review of the Criminal Investigations supervisor, that the crime was committed in a different jurisdiction, the case will be referred to that jurisdiction for follow-up investigation, which will also be documented in SOMS.

2.15 Domestic Violence

TCA 36-3-601 to 36-3-620 (Domestic Abuse); TCA 39-17-315 (Stalking); TCA 39-17-1301 to 39-17-1360 (Weapons); and, TCA 40-7-103(7) (arrest in connection with a domestic violence call) acknowledge the seriousness of domestic abuse as a crime and assures a victim of domestic abuse enhanced protection from violent behavior. The intent of the law is that official response will communicate the attitude that violent behavior is not excused or tolerated. The preferred response is arrest. In arrest or non-arrest situations, Deputies will take all reasonable measures necessary to assist and/or assure the immediate safety of the victim(s), the children, the offender, or any other person who may be affected; and to determine what action will be most effective in preventing future violence.

2.15.01 Definitions

- A. Abuse** - Inflicting (or attempting to inflict) physical injury on an adult or minor by other than accidental means, placing an adult or minor in fear of physical harm or restraint, or damage to property.

- B. Adult** - Any person 18 years of age or older, or who is otherwise emancipated.
- C. Bodily Injury** - Substantial pain to the victim, or impairment to the victim's physical condition.
- D. Petitioner** - The person alleging abuse in a petition for order of protection.
- E. Preferred Response** - Deputies will arrest a person considered the primary aggressor committing domestic abuse, unless there is a clear and compelling reason not to arrest.
- F. Probable Cause** - Combination of facts and circumstances that leads a Deputy to believe a crime has been or will be committed.
- G. Primary Aggressor** - In determining who is the primary aggressor, Deputies will consider the following:
1. The history of domestic abuse between the parties based on injuries inflicted on each person.
 2. Evidence from the persons involved in the domestic abuse.
 3. The likelihood of future injury to each person.
 4. Whether one of the persons acted in self-defense.
 5. Evidence of witnesses of the domestic abuse.
- H. Respondent** - Person alleged to have abused another in a petition for order for protection.
- I. Self Defense** - A person's justifiable use of physical force when and to the degree the person reasonably believes the force is immediately necessary to protect against the use or attempted use of unlawful force against them, under the factors set out in *TCA 39-11-611 et. seq.*
- J. Victim** - Adults or minors who:
1. Are current or former spouses.
 2. Live together or have done so in the past.
 3. Are dating, or have dated, or have had a sexual relationship.
 4. Are related by blood or adoption.
 5. Are related or were formerly related by marriage.
 6. Are related to persons involved with the above five situations.
- K. Weapon** - a firearm or device listed in *TCA 39-17-1302(a)(1)-(7)*.

2.15.02 Response Procedures

- A. When responding to a domestic abuse call, Deputies will:
1. Establish control of the scene and restore order by:

2. Separate the parties.
 3. Offer medical attention if necessary.
 4. Protect the crime scene.
 5. Interview all parties separately (victim, offender, witnesses), interviewing children in a manner appropriate to their age.
 6. Determine if an arrest is appropriate.
 7. Communicate to the parties that domestic abuse is a crime and will not be excused or tolerated.
 8. Collect and record evidence. When appropriate, take color photographs of injuries and property damage.
 9. Prepare an Incident Report.
 10. Provide victim assistance as prescribed in GO 6.03, Victim/Witness Assistance.
 11. Deputies should wait to be invited inside, but should not hesitate to make a forced entry if necessary to protect a victim(s).
 12. A forced entry is permissible at any time there is reasonable cause to believe that the safety of a potential victim may be in jeopardy.
 13. When making an assessment regarding forced entry or continuance of an investigation when there is no response from occupants, Deputies will base their decision to act on:
 - a. Information provided by the dispatcher.
 - b. The urgency of the request.
 - c. The use of 911.
 - d. The dispatcher's assessment of the seriousness of the request.
 - e. Witness information.
 - f. Everything they personally observe.
 - g. All physical evidence.
 - h. Any other pertinent factors.
 - i. Unless exigent circumstances warrant immediate action, Deputies should contact their Shift Supervisor prior to forced entry.
- B. When Deputies respond to a domestic call and the victim or offender is a law enforcement officer, Deputies will immediately call the Shift Supervisor to the scene.
- C. If an offender has left the scene and an act of domestic abuse has been committed, Deputies should:
1. Follow arrest procedures if an act of domestic abuse has been committed.
 2. Conduct a search of the immediate area, if legally possible.
 3. Obtain information from the victim and witnesses as to the whereabouts of the offender.
 4. When appropriate, refer the matter to Criminal Investigations or the Victim/Witness Assistance Deputy for follow-up.

2.15.03 Arrest Determination

- A. Pursuant to *TCA 36-3-601 to 36-3-620 (Domestic Abuse)*, if a Deputy has probable cause to believe that a person has committed a crime involving domestic abuse, whether the crime is a misdemeanor or a felony, or was committed within or without the presence of the Deputy, the preferred response of the Deputy is arrest.
- B. Offender(s) should be charged with appropriate violation(s) of TCA.
- C. Domestic abuse cases can either be simple assault, fear of physical harm, or damage to property based on the facts. Pursuant to *TCA 39-13-102*, for an assault to be aggravated, one of the following factors must be present:
 - 1. Serious bodily injury to the victim.
 - 2. Use or display of a deadly weapon by an offender.
 - 3. Violation of a court order of protection, diversion agreement, or probation agreement.
 - 4. Failure or refusal of parent or guardian of victim to protect victim from an aggravated assault or aggravated child abuse.
 - 5. Arrest is mandatory for a violation of an order for protection where Deputies have reasonable cause to believe respondent has violated or is in violation of the order, and verification has been made that the order is valid. If the order is ex parte, respondent must have been served or otherwise have actual knowledge of the order.
 - 6. Pursuant to *TCA 39-14-406 (Aggravated Criminal Trespass Statute)*, an offender entering or remaining at the residence of the petitioner with knowledge of an order of protection may be charged with aggravated criminal trespass.
 - 7. Pursuant to *TCA 39-13-214 (Viable Fetus as a Victim Statute)*, if the victim of domestic abuse has incurred serious bodily injury and is pregnant and carrying a viable fetus (currently recognized by courts as six (6) months into gestation), the offender may be charged with assault or other crimes against the viable fetus.
 - 8. Pursuant to *TCA 71-6-101 to 71-6-119 (Tennessee Adult Protection Act)*, if a victim of domestic abuse is 60 years or older, or a mentally impaired adult, Deputies will notify the Tennessee Department of Human Services to investigate the allegations of abuse. "Abuse" is defined in this situation acts as physical abuse, emotional abuse, neglect, or exploitation.
 - 9. If Deputies have probable cause to believe that 2 or more persons committed a misdemeanor or felony, or if 2 or more persons make complaints to Deputies, they will try to determine who was the primary aggressor. Arrest is the preferred response only with respect to the primary aggressor. Deputies will presume that arrest is not the appropriate response for the person or persons who were not the primary aggressor. If Deputies believe that all parties are equally responsible, they will exercise their best judgment in determining

whether to arrest all, any, or none of the parties. To determine who is a primary aggressor, Deputies will consider:

- a. The history of domestic abuse between the parties.
- b. Evidence from the persons involved in the domestic abuse.
- c. The likelihood of future injury to each person.
- d. Whether one of the persons acted in self-defense.
- e. Evidence from witnesses of the domestic abuse.

D. Deputies will not:

1. Threaten, suggest, or otherwise indicate the possible arrest of all parties to discourage future requests for intervention.
2. Base the decision of whether to arrest on:
 - a. The consent or request of a victim.
 - b. The perception or willingness of the victim, or of a witness, to testify or participate in a judicial proceeding.

3. Issue a misdemeanor citation in lieu of arrest.

E. When determining primary aggressor and self-defense during an investigation of domestic abuse, Deputies should consider *TCA 39-11-611 (Self-Defense Statute)*, which stipulates that a person is justified in threatening or using force against another person when, and to the degree the person reasonably believes the force is immediately necessary to protect against the other's use, or attempted use, of force. The person must have a reasonable belief that there is an imminent threat of death or serious bodily injury. The danger creating the belief of imminent death or serious bodily injury must be real, or honestly believed to be real at the time, and must be founded on reasonable grounds. There is no duty to retreat before a person who threatens or uses force.

F. If Deputies decide to arrest 2 or more parties, they will include in their report the grounds for arresting two or more parties since it is not a preferred response.

2.15.04 Seizure of Weapons in Domestic Violence Incidents

- A. If Deputies have probable cause to believe that a criminal offense involving abuse against a family or household member has occurred, they may seize all weapons alleged to have been used by the abuser, or threatened to be used by the abuser, in the commission of a crime.
- B. Incident to an arrest for a crime involving abuse against a family or household member, Deputies may seize a weapon that is in plain view or discovered pursuant to a consensual search, if necessary, for the protection of Deputies or other persons; provided, Deputies are not required to remove a weapon if they believe it is needed by the victim for self-defense.

- C. Provisions of *TCA 39-17-1317* relative to the disposition of confiscated weapons will govern all weapons seized pursuant to this law that were used, or were threatened to be used, by the abuser to commit the crime. All other weapons will be returned upon disposition of the case.

2.15.05 Non-Arrest Situations

- A. If a primary aggressor can not be determined, Deputies may use discretion in determining whether to leave the residence while both parties are present, or asking one party to agree to leave temporarily.
- B. Deputies may have one or both parties sign an affidavit as to what happened in an alleged incident.
- C. Deputies may stand by while one party gathers belongings to go to a place of safety.
- D. In any such situations, Deputies will prepare an Incident Report explaining why an arrest was not made.

2.15.06 Orders of Protection

- A. Courts will inform the Sheriff's Office of all Orders of Protection that are within the jurisdiction of Blount County.
- B. Appropriate agencies should serve an Order of Protection to a respondent and enter such order in the Tennessee Crime Information System's State of Tennessee Order of Protection (S.T.O.P.) file.
- C. All Orders of Protection received from issuing courts will be logged and filed to ensure their security, and to allow rapid verification by Deputies investigating incidents of domestic abuse.
- D. When informed that an Order of Protection is in effect, Deputies will verify its existence and validity by telephone or radio communications.
- E. In the case of an ex-parte Order of Protection, Deputies should ensure that it has been served on a respondent, or that a respondent has otherwise acquired actual knowledge of its existence before taking further action, by doing the following:
 - 1. In making a determination if a respondent does in fact have actual knowledge of an ex-parte Order of Protection, Deputies may rely on the notation on the order itself showing another Deputy has made notification, entry in the S.T.O.P. file, an admission by the respondent, or any information supplied by a petitioner (or other party) which may be reasonably believed.

2. If a respondent does not have actual knowledge of the ex-parte Order of Protection, Deputies will serve the Order and inform him/her of its contents.
3. Deputies should notify an appropriate agency that a respondent has been notified of an Order and to modify the entry in the S.T.O.P. file.
4. If service has been previously made, or Deputies determine that respondent has actual knowledge of an Order, and there is probable cause to believe a respondent has violated the terms of an Order, Deputies will arrest the respondent.
5. If an Order has been issued in another county or another state, Deputies should make every effort to verify it, its service, or whether the respondent has actual knowledge of an Order. A request may be made to an issuing county to fax a copy of an Order. Upon receipt of an Order, Deputies will take appropriate action. If out-of-county Orders cannot be verified, Deputies will use their discretion based on the situation in determining an appropriate action to be taken based on the victim's statement.

2.15.07 Stalking

- A. Incidents of domestic abuse often culminate into acts of stalking against a victim. As stated in *TCA 39-17-315*, "A person commits the offense of stalking who intentionally and repeatedly follows or harasses another person in such a manner as would cause that person to be in reasonable fear of being assaulted, suffering bodily injury, or death."
- B. **"Follow"** means maintaining a visual or physical proximity over a period of time to a specific person in such a manner as would cause a reasonable person to have a fear of an assault, bodily injury, or death.
- C. **"Harasses"** means a course of conduct directed at a specific person which would cause a reasonable person to fear an assault, bodily injury, or death, including, but not limited to, verbal threats, written threats, vandalism, or non-consented physical contact.
- D. **"Repeatedly"** means on 2 or more separate occasions.

2.15.08 Victim Assistance

- A. Pursuant to *TCA 36-6-601*, Deputies will offer to transport victims to a place of safety, such as a shelter or similar location, or the residence of a friend or relative, unless it is impractical for a Deputy to do so, in which case a Deputy will offer to arrange for transportation as soon as feasible.
- B. Deputies may also transport victims to a location where arrest warrants are issued, and assist a victim in obtaining an arrest warrant against an alleged abuser.
- C. Deputies may advise a victim of a shelter or other service available in the community. (See GO 6.03, Victim/Witness Assistance)

- D. Provide a victim notice of their legal rights by giving the victim information. If an Incident Report is prepared, the victim will acknowledge receipt and an understanding of their rights by signing the report.
- E. If an offender is arrested, Deputies must inform the victim that an offender may be allowed to post bail, and be released. In accordance with *TCA 40-38-103*, a victim may request to be promptly notified by the most direct means available prior to the release of an offender/defendant that requires the use of a Bond Release Notification Request Form.

2.15.09 Victim Notification

In compliance with *TCA 40-38-103*, that relates to a violent crime involving serious bodily injury or death of a relative, prior to the release of an offender/defendant, a victim may request that he or she be given immediate and prompt notice of a pending release by the most direct means including telephone, messenger, or telegram (see Blount County Sheriff's Office Bond Release Notification Request Form that is completed by a Deputy or Investigator).

2.15.10 Training

The Training Function is responsible for training deputies during Orientation who are likely to encounter situations of domestic violence. The topics of training are to inform Deputies of:

- A. Domestic abuse laws.
- B. The Sheriff's Office's domestic abuse policies and procedures.
- C. The dynamics of domestic abuse.
- D. Deputy safety tactics.
- E. Response and investigation procedures.
- F. Methods of victim assistance.
- G. Available community resources, such as Haven House.

2.16 Uniforms and Appearance

Sheriff's Office employees will present a neat and clean personal appearance and image to the general public at all times.

2.16.01 General Requirements (Revised 12/10/04, 11/12/09)

- A. Uniformed employees of the Sheriff's Office will wear prescribed uniforms consistent with this GO, and will be permitted to wear either short-sleeve or long-sleeve uniform shirt at any time unless directed otherwise by their supervisor.
2.16.06 Body Art (Tattoos) still applies, tattoos shall not be visible.
- B. Deputies will be neat and clean in appearance when on duty, whether in or out of uniform, or when engaged in any activity relating to the Sheriff's Office.
- C. The Sheriff's Office will, annually, provide each uniformed Deputy with a suitable number of summer and winter uniforms, and each plainclothes certified Deputy with a clothing allowance (\$300.00). The Sheriff's Office will also provide Deputies with required duty equipment, repairing or replacing it as required.
- D. Employees are responsible for the proper use and care of property and equipment assigned to them.
- E. Employees who damage and/or lose property may be required to reimburse the Sheriff's Office and/or be subject to disciplinary action. Employees will use equipment and property only for its intended purpose in accordance with policies and procedures.
- F. Employees will immediately report to the on-duty Shift Supervisor any lost or damaged property assigned to them or used by them. The Shift Supervisor must immediately be notified of any defects or hazardous conditions existing in any equipment or property. Employees will not intentionally abuse, deface, alter, or damage any equipment or property.
- G. Employees who have damaged uniforms or equipment will take the items to the Equipment Custodian and new items will be issued. If the Equipment Custodian has reason to believe damage to equipment and/or uniforms may have been intentional or due to the negligence of an employee, the Equipment Custodian will report the matter to the employee's supervisor immediately, and a determination made as to the cause of the damage.
- H. Employees who have lost or stolen equipment or uniforms must have an Incident Report completed verifying the loss. The Incident Report will be forwarded through that employee's chain of command to the Chief Deputy. The employee's immediate supervisor will then make a request to the Equipment Custodian for that lost or stolen item to be replaced.
- I. Employees are required to surrender all issued equipment and property in their possession at separation, or on order of the Chief Deputy, or designee. Failure to

return non-expendable items may obligate the employee to reimburse the Sheriff's Office for the fair market value of the article(s).

2.16.02 Regulation Uniform Class "A" (Revised 12/10/04, 02/28/06, 08/16/07, 1/12/09 11/12/09)

The regulation Class "A" uniform will consist of the following:

- A. **Shirts** - Long sleeves will be worn fully extended, not rolled up. If wearing a visible T-shirt with either a short sleeve or long sleeve uniform shirt, that T-shirt must be white or black. If a black T-shirt is worn it must not be faded in color. The T-shirts will not have any writing or designs on them or be exposed from beneath the uniform sleeve. No dickies will be allowed with either shirt.
1. The Sheriff's Office patch will be worn centered on both sleeves, one half (½) inch below the top seam.
 2. The badge will be worn on the left front side above the pocket.
 3. The nameplate will be worn on the right front side above the pocket and will be of an approved design and finish. Sergeants and above will wear gold plated nameplates, and all other employees will wear silver nameplates. Deputies may wear a Duty Bar stating "Service Since (year)" attached to the nameplate. The year indicated on the Duty Bar should reflect when the officer was first sworn into the Sheriff's Office. The wearing of a Duty Bar is optional.
 4. Service stripes will not be worn on the Class "A" uniform shirt but are optional for the winter coat. If worn they will be worn in one complete continuous set on the left sleeve.
 5. Awards and commendation ribbons will be worn above the nameplate on the right front side of the shirt. (For proper sequence of ribbons, see HR Manual, Chapter 9, Awards and Commendations)
 6. Metal buttons, if worn will be worn on the epaulets and front pocket flaps on long sleeve shirts (the tie will cover the front buttons of the long sleeve shirt), and on the shirtfront and epaulets on short sleeve uniform shirts. Metal buttons will be worn when wearing the necktie.
 7. Supervisors (Sergeants and above) will wear gold colored buttons. Other Deputies will wear silver colored buttons.
 8. Chevrons will be worn by Sergeants and Corporals on both the summer and winter Class "A" uniform shirt. Chevrons will not be worn on the winter coat.
- B. **Necktie** - A navy blue, clip on issue necktie will be worn with the long sleeve uniform shirt during special events, formal ceremonies, awards banquets, etc., or at the discretion of a supervisor. Wearing the necktie will be optional during normal daily operations. Neckties will not be worn with the short sleeve uniform shirt.
- C. **Trousers** - Navy blue uniform trousers that match the uniform shirt will be worn.

2.16.03 Regulation Class "B" Uniform (Revised 11/18/02)

Class "B" uniforms are defined as all uniforms other than the regulation class "A" uniform. Command staff or supervisors of a functional unit will prescribe elements of the class "B" uniform. Functions that have class "B" uniform specifications include, but are not limited to, the following:

- A. Sheriff's Special Weapons and Tactics Team (SWAT) personnel (See GO 2.10, Sheriff's Special Weapons and Tactics Team).
- B. Bicycle Patrol personnel (See GO 2.19, Bicycle Patrol)
- C. K-9 Deputies (See GO 2.17, Canine (K-9) Unit)
- D. Boat Patrol (See GO 2.18, Boat Patrol)
- E. Crime Scene Investigators
- F. Civilian clothing
 - 1. Employees who are permitted to wear civilian clothing will conform to standards normally observed by personnel in private business firms, unless attending court (Investigators will be required to maintain 1 complete class "A" uniform).
 - 2. Court attire consists of a class "A" uniform or business formal.
 - 3. All articles of clothing worn on duty will be such as to not attract undue attention.
 - 4. Supervisors may authorize more casual attire, such as for Casual Friday, and may also authorize the wearing of golf-style shirts (with collars) and dress slacks.

2.16.04 Additional Uniform Items

- A. **Hat** - Uniformed Deputies may be issued a standard, round, trooper-style hat worn at all formal occasions such as parades, funerals, while directing traffic, or other occasions as directed by the Chief Deputy, Deputy Chief, appropriate Captain, or Shift Supervisor. On other occasions it is not required that the hat be worn on calls, but wearing the hat, especially at night, aids in identifying other officers. All hats will have the issued hat shield placed properly on the hat. Supervisors (Sergeant and above) will have gold braid on the hats, and Deputies will have silver braid. Deputies who are in a specialized assignment will be permitted to wear an approved baseball style hat when deemed appropriate by their supervisor. The style and any markings on the baseball style hat must be approved by the Chief Deputy or designee and will not be worn with the regulation Class A uniform.

- B. **Socks** - Only navy blue or black colored socks are acceptable with the class "A" uniform. Supervisors or the Chief Deputy may designate the color of socks for class "B" uniforms.
- C. **Shoes** - Any black, smooth finish, plain toe low quarter shoe or boot with standard heels and soles is acceptable. The trooper boot is acceptable. Platform soles are not acceptable for wear.
- D. **Coats** - Coats acceptable for use by Deputies when wearing the official uniform are those issued by the Sheriff's Office to uniformed personnel. Uniform coats are police blue, water resistant, and include a winter lining which may be zipper removed for spring and fall use.
 - 1. Metal buttons will be worn on the epaulets. Supervisors (Sergeants and above) will wear gold colored buttons and all others will wear silver colored buttons.
 - 2. The Sheriff's Office patch will be worn on both sleeves, centered one-half (1/2) inch below the top seam.
 - 3. The badge, or a badge patch, must be worn on the left front side of the coat.
 - 4. Supervisory personnel will wear rank insignia of an approved type and style. The Sheriff, Chief Deputy, Deputy Chiefs, Captains, Lieutenants, and Sergeants will wear gold colored rank insignia on the epaulets of the coat. The Sheriff will wear 5 gold bands at the bottom of each sleeve, the Chief Deputy will wear 4 gold bands at the bottom of the sleeve, Deputy Chiefs will wear 3 gold bands at the bottom of the sleeve, Captains will wear 2 gold bands at the bottom of each sleeve, and Lieutenants will wear 1 gold band at the bottom of each sleeve.
- E. **Raincoats** - Raincoats are authorized for use with regulation uniforms when appropriate. No patches or insignia will be worn.
- F. **Safety Vests** - Safety vests should be worn while actively engaged on traffic control functions
- G. **Gloves** - Plain black gloves may be worn during appropriate weather. No Deputy will possess, wear, or carry any glove that has been weighted with powdered lead or any other material (sap gloves).

2.16.05 Duty Equipment

- A. **Required Duty Equipment** - Uniformed Deputies must carry the following issue or approved equipment when on duty:
 - 1. Uniform.
 - 2. A duty belt of at least 2 1/4 inches wide. Accessory leather items worn on the belt must be black with a basket weave finish if available. Any leather item

that does not meet this standard may be disallowed from duty use. All metal attachments on the belt and accessory items should be gold color for Sergeants and above and silver color for patrol Deputies.

3. Sidearm and ammunition.
4. Less lethal weapons.
5. Handcuffs and key.
6. Portable radio.
7. Body armor.
8. Ink pen and notepad.
9. Issued Cell Phone
10. Medical Thumb Drive

B. Required Duty Equipment for Criminal Investigations Personnel – Criminal Investigations personnel must carry the following issue or approved equipment when on duty:

1. Sidearm and ammunition.
2. Handcuffs and key.
3. Portable radio.
4. Ink pen and notepad
5. Clip on badge.
6. Issued Cell Phone
7. Any other equipment authorized by the Deputy Chief of Investigations.

C. Optional Duty Equipment - Uniformed Deputies may carry the following issue or approved equipment when on duty: flashlight or any other equipment approved by the Patrol Captain or designee.

D. General Requirements - Employees are responsible for the proper use and care of Sheriff's Office property and equipment assigned to them. Damaged or lost property may subject the responsible individual to reimbursement charges and/or appropriate disciplinary action. Employees will use Sheriff's Office equipment and property only for its intended purpose in accordance with established policies and procedures.

E. Damaged or Inoperative Property or Equipment - Deputies will immediately report any loss or damage to Sheriff's Office property assigned to them, or used by them, to their Shift Supervisor, and will not intentionally abuse, deface, alter, or damage any Sheriff's Office equipment or property.

F. Surrender of Sheriff's Office Equipment - Deputies are required to surrender all Sheriff's Office equipment and property issued to them upon their separation or upon order of any supervisor. Failure to return non-expendable items may obligate the person to reimburse the Sheriff's Office for the fair market value of the article(s).

2.16.06 Personal Appearance and Grooming Standards (Revised 08/14/08)

- A. **Wearing the Uniform** - Uniformed Deputies will keep their uniform neat, clean, and well pressed at all times. Shoes must be cleaned and shined. Metal appointments must be clean and polished. While wearing the uniform, members will maintain a military bearing, avoiding mannerisms such as slouching, shuffling, and keeping hands in pockets.

- B. **Manner of Dress on Duty** - Uniformed Deputies will wear the duty uniform of the day on their tour of duty. However, the Shift Supervisor may prescribe other clothing as required by the nature of the duty to which a particular Deputy is assigned. Deputies will not wear on their uniform any insignia not authorized by the Chief Deputy. Pins or insignia denoting contributions to charitable organizations can be worn for the duration of a solicitation campaign upon authorization of the Chief Deputy. Authorized insignia for service or achievement can be worn as prescribed.

- C. **Civilian Clothing/Manner of Dress** - Supervisors may prescribe other types of clothing when necessary to meet a particular objective. Casual attire will be neat, clean, and presentable. **AT NO TIME, EXCEPT DURING TRAINING, WILL ANY ARTICLE OF THE ISSUED UNIFORM BE WORN WITH CIVILIAN CLOTHING.**

- D. **Manner of Dress for Court** - Deputies appearing in all courts or before the Grand Jury will wear a business suit, or sport coat, and tie and slacks, or a class "A" uniform. In all court appearances employees will be neat, clean, and well groomed.

- E. **Male Deputies** - The hair at the top and sides of the head will be no longer than 2 inches and may not cover the ears. The length of the hair in back may not extend over the top of the shirt collar. Sideburns may extend to the middle of the ear and not be wider than 1 inch. Deputies on special duty or plainclothes assignments may be allowed to wear different hairstyles at the discretion of their deputy chief. The haircut policy will be applied more stringently in cases where the deputy's haircut makes it difficult to wear the uniform hat neatly, and when the hair protrudes from the back or sides of the hat so as to detract from general uniform appearances.

- F. **Facial Hair** - Uniformed Deputies will be clean-shaven, with the exception that they may elect to wear mustaches as long as they are no wider than the opening of the mouth, and no lower than the top edge of the top lip.

- G. **Uniformed Female Deputies** - The hair will be neat and combed or styled to present a professional appearance consistent with the type of duty performed. When in uniform, female Deputies will arrange their hair in such a manner to ensure that the hair extends no longer than the tops of the shoulders when standing in a normal posture. The bulk or length of the hair will not interfere with

- the normal wearing of standard headgear, and under no circumstances will the hair be styled or fashioned in such a manner that the surface protrudes more than 2 ½ inches from the scalp. The hairstyle will be of the type to keep hair clear of the forehead. Hair styled in a bun may be worn if otherwise in compliance with the above standards. No decorations or ornaments will be worn in the hair. Items used to hold hair in place will be concealed as much as possible and of a color that blends with the hair.
- H. **Personal Hygiene** - All employees of the Sheriff's Office will be responsible for maintaining their personal hygiene and cleanliness so that they are not offensive to the public or other employees.
 - I. **Jewelry** - Male and female Deputies may wear wedding rings, class rings, or specialty rings (such as a Masonic ring), and watches, but may not wear any other exposed jewelry. Female Deputies may wear pierced earrings, posts only, a single set in the lower ear (no other visible piercings). Male Deputies shall have no visible body piercings. Special exceptions such as an undercover operative may be approved by the Sheriff or his designee.
 - J. **Body Art (Tattoos)** – No visible tattoos will be displayed on the head, face, neck, or hands. Tattoos on the arms shall be covered with long sleeves at all times while on duty. Special exceptions such as an undercover operative may be approved by the Sheriff or his designee.
 - K. **Issued ID Cards**- All employees shall have in their possession when on duty their issued Sheriff's Office ID card. If an employee discovers their ID card to be lost or stolen they must immediately notify their Supervisor who will arrange for a replacement to be issued. If the lost or stolen ID card is used for access into the Justice Center, the Supervisor must notify the Director of Technology immediately.

2.16.07 Protective Vests

- A. The Equipment Custodian will issue protective vests to all certified law enforcement employees as a part of their basic uniform issue.
- B. Uniformed and plain-clothes Deputies are required to wear protective vests on duty, unless directed otherwise by their supervisor.
- C. Deputies will frequently inspect their issued protective vests for possible damage or defects, and report any damage or defect they suspect or otherwise become aware to their supervisor. Those needing to replace their protective vests will complete a request indicating the reason for replacement and forward it through their chain of command to the Equipment Custodian.
- D. Deputies who wish to wear personally owned protective vest might do so with the approval of their respective deputy chief.
- E. The Sheriff's Office will issue a replacement unit of body armor to any Deputy

who is required to send their issued protective vest to the manufacturer for repair or inspection.

2.17 NCIC Terminal Usage and Use of Mobile Data Terminals

The National Crime Information Center (NCIC) is a computerized criminal justice information sharing system. Sheriff's Office personnel who meet eligibility and training requirements may access the Sheriff's Office's NCIC terminal for the performance of their official duties, and will comply with all NCIC regulations as issued by the FBI, TBI, and the Sheriff's Office.

2.17.01 Definitions

- A. **Criminal History Record Information (CHRI)** - A criminal history record of a person who has been arrested and charged with having committed a criminal offense. The available information may or may not include disposition data. MDT's are not capable of running criminal history checks.
- B. **Criminal Justice Agency** - The courts, a governmental agency, or any subunit thereof that performs the administration of criminal justice pursuant to a statute or executive order, and which allocates more than fifty (50%) percent of its annual budget to the administration of criminal justice. Criminal Justice agencies may represent federal, state, county, municipal, or metropolitan levels of government.
- C. **Law Enforcement Agency** - A governmental agency having statutory power of arrest whose primary function is that of detection, apprehension, and institution of prosecutions, and which allocates more than fifty percent (50%) of its budget to the administration of criminal justice. Law Enforcement agencies may represent federal, state, county, municipal, or metropolitan levels of government.
- D. **NCIC** - The National Crime Information System operated by the Federal Bureau of Investigation.
- E. **NCIC Equipment** - The NCIC computer, keyboard, monitor, printouts, and all other physical equipment and materials associated with this information system.
- F. **NCIC Information** - Also referred to as "NCIC Data", this is defined as all information obtainable through the NCIC system, regardless of whether the data is managed by a federal, state, county, municipal, or metropolitan agency, regardless of whether the data is obtained by viewing the monitor or reading the printouts. NCIC data includes, but is not limited to, information on: wanted persons, stolen property, criminal histories, commencement and termination of prosecution identification of criminal acts and conduct, and information compiled in the course of the investigation of crimes that are known or believed on "justifiable suspicion" or reasonable grounds to have occurred, or to be in the planning or conspiratorial process, including information on identifiable

individuals compiled in an effort to anticipate, prevent, or monitor criminal activity, and information artificially created from the analysis and combination of other data.

- G. **Password** - A unique identifier allowing certified operators to activate the terminal. Passwords are given to an operator, and both are individual and specific to each operator.

- H. **Reserve** - A volunteer, sworn Deputy, who possess the same powers and performs the same duties as full-time Deputies. Reserve Deputies have qualifications and training equivalent to full-time, sworn Deputies performing like functions, and are used to supplement the day-to-day delivery of law enforcement services.

2.17.02 NCIC Management Structure

- A. The Director of the FBI is the operational manager of the NCIC system. The Director issues all rules and regulations on NCIC operations based on recommendations generated by the NCIC Advisory Board.

- B. The Tennessee Bureau of Investigation (TBI) is the manager of all NCIC users inside Tennessee and issues rules and regulations in addition to those created by the FBI. The FBI has authorized the TBI to require all NCIC users accessing NCIC via TBI to comply with all operational rules and regulations issued by both the FBI and TBI, and to issue sanctions against users who do not comply with these rules and regulations.

- C. The Sheriff's Office has contracted with the TBI for access to the NCIC system, and a NCIC terminal is located in the Sheriff's Office. Sheriff's Office personnel will comply with all FBI, TBI, and Sheriff's Office rules and regulations relative to the access and use of the NCIC terminal, and all information contained within the NCIC system.

- D. The Sheriff's Office will pay the costs for terminal operating equipment or computer, plus software and maintenance thereof, required to establish a terminal operation, and will pay the costs for NCIC line access fees as required by the TBI.

- E. The NCIC terminals in the Sheriff's Office are full access terminals that allow personnel to access data already in the NCIC network in addition to the entry, modification, or removal of data from the NCIC system.

- F. Violations of NCIC rules and/or regulations may result in sanctions being issued against the Sheriff's Office by the TBI. These sanctions include, but are not limited to, removal of all BCSO records entries from the NCIC system and discontinuance of NCIC service. A copy of the sanctions plan is on file with the agency Terminal Agency Coordinator (TAC). At the employee level, personnel may be subject to disciplinary action as defined in Chapter 5, Disciplinary

Procedures, found in the *BCSO Human Resources Rules and Regulations Manual*. Any person who violates NCIC rules/regulations may be subject to criminal prosecution as initiated by the TBI or FBI.

2.17.03 NCIC Terminal Security

- A. The TBI will inspect and approve the area where the terminal will be installed prior to its activation. If the terminal is to be relocated from that site, the TBI will inspect and approve any proposed site prior to the relocation. These inspections are directed at ensuring security and preventing unauthorized use of a terminal or data.
- B. Persons permitted to enter the room where the terminal is located include only authorized personnel and only those authorized will be permitted to view the NCIC terminal screen when information is being transmitted.
- C. Persons authorized to transmit and receive messages on a NCIC terminal include designated sworn employees. No other persons are authorized to use the keyboard at a NCIC terminal. Personnel authorized to operate a NCIC terminal are also permitted to access and share NCIC data by way of radio transmission, telephone, or other communications methods commonly available. This authorization to receive NCIC data is based on a person's employment status, not solely on a person's certification to operate a terminal. Certain restrictions will apply to the methods used to share criminal history data detailed below.
- D. The Sheriff's Office will submit to FBI/TBI audits of all the agency's NCIC transactions to ensure compliance with applicable rules and regulations governing use of the NCIC system. These audits will occur on a 3- year frequency.
- E. The Sheriff's Office will immediately report all instances of misuse in the operation of NCIC equipment, or improper use of NCIC information obtained from the terminal located in the Sheriff's Office to the TBI.

2.17.04 Terminal Agency Coordinator

- A. The Sheriff's Office will appoint a Terminal Agency Coordinator (TAC) to act as liaison with the TBI, and will inform the TBI of the TAC and Alternate TAC assignment and any reappointment made in these positions.
- B. The TAC and Alternate TAC will be full time employees of the Sheriff's Office. Immediately before appointment, or shortly thereafter, the TAC and Alternate TAC will attend TAC Orientation Class and Basic NCIC Operations Class as provided by the TBI. Thereafter, the TAC and Alternate TAC will attend all mandatory semi-annual re-training required by the TBI.
- C. The TAC and Alternate TAC are responsible for overseeing day-to-day operations of the NCIC terminal, and will submit an Employee Eligibility Certification Form

to the TBI for all personnel authorized to become an operator of an NCIC terminal. The TAC will perform or supervise the investigation of operator candidates' completion of the data required by the Employee Eligibility Certification form.

- D. The TAC, or Alternate TAC, is responsible for providing training for personnel who are authorized by the Sheriff to operate an NCIC terminal.
- E. The TAC, or Alternate TAC, is responsible for establishing a password system to allow authorized employees to access the NCIC terminal and to access NCIC data, which will allow them to perform routine duties. Employees who require access to more sensitive data may request assistance from their supervisor on a need to know basis.

2.17.05 Terminal Operator Qualifications/Training

- A. Employees who are authorized by the Sheriff to operate an NCIC terminal must meet the following minimum qualifications:
 - 1. 18 years of age or older
 - 2. High School Graduate (or equivalent)
 - 3. Citizen of the United States (Birth Certificate Required)
 - 4. Integrity, moral turpitude standard
 - 5. Free from any felony/serious misdemeanor convictions
 - 6. Thorough criminal history background investigation.
 - 7. Set of fingerprints on file at TBI.
 - 8. Terminal Operator Eligibility Report Form on file
- B. Operator candidates must successfully complete a training course prescribed by the TBI before they will be allowed to operate a NCIC terminal without supervision. This training program may contain classroom lecture, written assignments in the Certification Workbook and Study guide, hands on training at an NCIC keyboard under Certified Operator supervision, a written examination, and any other elements required by the TBI.
- C. In order to maintain operator certification, certified operators must successfully complete re-certification testing within 24 months following their most recent certification.

2.17.06 Terminal Operations

- A. As defined by federal regulations and state statute, access to the NCIC system, and any data contained therein, is available **ONLY** to law enforcement and criminal justice agencies, and their personnel, as defined earlier. These

- regulations also control the use and dissemination of NCIC data after it is in the hands of the law enforcement/criminal justice user.
- B. Sheriff's Office personnel are authorized by statute to access NCIC data for the performance of their legally authorized duty functions. Before employees may initiate any NCIC inquiry, they must successfully pass the following 2-question test:
1. Is the individual authorized by statute to handle NCIC information?
Employees of the Sheriff's Office meet this requirement based on their employment status with a law enforcement agency.
 2. Is the inquiry directly related to the individual's duty performance? NCIC inquiries initiated by Sheriff's Office employees must be directly related to the employee's law enforcement duties in order to meet this test. The Sheriff's Office does not authorize personnel to make NCIC inquiries for any other purpose other than the performance of an employee's law enforcement duties.
- C. Employees are allowed to share NCIC information with those persons who meet the law enforcement or criminal justice standard. When making the decision on whether an employee is qualified to receive NCIC data, employees must first determine that the recipient is an employee of a law enforcement or criminal justice agency, as these agencies are defined earlier. If any question on this status exists, employees are not to share the data with the individual until the TAC renders a ruling on the question.
- D. Employees will not share NCIC information with any person(s) employed by any entity other than a law enforcement or criminal justice agency and who is not authorized to receive NCIC data. Examples of agencies and personnel who do not meet the law enforcement or criminal justice definitions, as stated above, include: elected government officials, fire departments, school systems (both public and private), participants in graduates of the Sheriff's Citizens Academy, codes enforcement personnel, employees of the Public Defenders Office, Department of Human Services, Beer Board, private security companies, wrecker companies, locksmiths, and any other agency or individual who does not meet the above stated definitions of law enforcement or criminal justice agency.
- E. The Sheriff's Office receives numerous requests for information that many times is available from both the keeper of the record and from the NCIC database. An example would be vehicle registration information, which is available from both the Court Clerk's Office and the NCIC database. The fact that information may be accessed through the NCIC terminal does not allow employees to secure any requested information from the NCIC terminal for the release to the public. Sheriff's Office personnel will direct information requests from the public to the keeper of the record for the information they desire.

- F. Employees will not willfully disclose or deliver any information obtained from the NCIC system to any person(s) who does not meet the law enforcement or criminal justice standard, and will not use the NCIC equipment, information, or printouts in any manner that would allow unauthorized person(s) to gain access to the data.
- G. The only persons allowed to enter a NCIC terminal room are those persons who are authorized to receive and handle NCIC information. This authorization allows employees of law enforcement agencies and criminal justice agencies to enter the NCIC terminal room, and employees will not allow any person who does not meet this standard to enter a NCIC terminal room.
- H. The only persons allowed to operate a NCIC terminal located in the Sheriff's Office are certified operators and employees undergoing training in the company of a certified operator.
- I. Employees are only authorized to transmit, receive, or exchange information directly relating to law enforcement matters, and will not use the NCIC system for the transmission of general, curiosity, or personal messages.
- J. Employees are authorized to receive NCIC printouts on matters relating to their duty performances, and may store these printouts in active case files. When a printout is no longer needed, personnel will either shred the printouts, or notify the Alternate TAC for secondary dissemination, or give to Alternate TAC for shredding. The Alternate TAC will accomplish or supervise the destruction of NCIC printouts by burning or shredding.

2.17.07 Criminal History Record Information (CHRI)

- A. Criminal History Record Information (CHRI) is the criminal history record of a person who has been arrested and charged with having committed a criminal offense. The available information may or may not include disposition data. Reminder: a negative reply does not mean the person has no CHRI. Fingerprints should be submitted for a complete, accurate response.
- B. Federal law and state statute regulate the ability of Sheriff's Office employees to access and disseminate CHRI data. Employees must become familiar with these requirements and comply with their mandates.
 - 1. **Persons Authorized to Request** - Any Sheriff's Office employee may obtain CHRI for the performance of their duty obligations. However, due to the sensitive nature of CHRI data, only limited numbers employees are empowered to initiate CHRI inquiries on the NCIC keyboard.
 - 2. **Reason/Authority to Initiate a CHRI Inquiry** - Requests for CHRI must meet the 2-prong test mandated by the TBI. First, a person who is authorized by statute to make an inquiry must initiate a request. Second, this person must

have a statutorily authorized purpose for making an inquiry. The following narrative identifies those persons and instances when CHRI may be properly obtained:

- a. **Purpose Code “C”** - Applies to an investigation of a criminal violation as well as corrections classification and booking. The specific crime being investigated may be a felony, misdemeanor, or municipal ordinance violation. Further, the person named in the inquiry may be a suspect, defendant, victim, witness, informant, or any other person who has a bearing on the investigation of the violation. Sworn personnel are empowered to request a “C” purpose CHRI inquiry. A case number or arrest/booking number is required.
 - b. **Purpose Code “J”** - Applies to the investigation of persons seeking employment with the Sheriff’s Office, and or any employee seeking certification as an NCIC Certified Operator. No other uses exist for this code. The Sheriff will empower employees on an individual basis to use purpose code “J”.
 - c. **Purpose Code “F”** – Used when the III transaction involves weapons-related background checks authorized by the State. All firearm-related checks must be made through the National Instant Criminal Background Check System.
- C. The Sheriff’s Office is required to maintain a log of all CHRI inquiries. A CHRI log is placed beside the NCIC terminal in a three ring binder, and will remain beside the NCIC terminal at all times. The TAC is authorized to remove and replace pages in the log as per his/her assigned duties.
- D. A Sheriff’s Office employee who initiates a CHRI inquiry on the NCIC keyboard is responsible to record this inquiry in the CHRI log. This log data must be entered at the time the inquiry is initiated. Failure to enter a CHRI request data in the log will be treated as a violation of Sheriff’s Office policy and procedures. Employees will make CHRI log entries with an ink pen. Pencils are not allowed for these entries. Entries must be printed in legible lettering.
- E. Each column in the CHRI log sheet is titled to identify the correct data required for the column entry. Employees will make a single entry in each column as directed by the column title. An exception is created when more than one inquiry is initiated for the same person. Employees may enter all request types (QH, IQ, etc) they initiate on the same person on one line.
- F. If a person being inquired upon is identified by more than one name (by example, a married name and a maiden name), employees will enter complete data on separate lines for the person named in the inquiry.
- G. CHRI inquiries produce a printout of the results of the data search. Employees are authorized to remove these printouts from the NCIC terminal in order to

- further their duty functions and investigations, and may use CHRI printouts in any secure manner, preventing the release of information contained therein to persons who are not authorized by statute to receive CHRI data. Exception is allowed for court presentation and testimony of CHRI data where persons not cleared to receive this data may become secondary recipients it. This must be noted on the NCIC log.
- H. Employees will control CHRI printouts so as to prevent unauthorized persons from gaining access to the data they contain. This requirement demands control of both the information displayed on the printout and the actual document itself. These document control standards exist both for original printouts and photocopies.
 - I. Employees will dispose CHRI printouts they no longer need by delivering them to the Alternate TAC. As with data control, this standard exists both for original and photocopies of printouts.
 - J. Employees will not routinely transmit CHRI data by way of radio transmission, wireless telephone, or any other manner that may allow its unauthorized interception. However, this requirement may be waived when concerns for Deputy safety exceeds the need for the security.

2.17.08 Mobile Data Terminals (MDT)

A. Capabilities of the MDT:

- 1. State information (vehicle registrations, drivers license status, or VIN)
 - 2. NCIC information (wanted subjects, stolen property, or stolen vehicles)
- B. Information requested through the MDT is displayed only to the requesting unit, and no hard copies will be printed. All inquiries are recorded at the Blount County Communications Center.

C. Operations of the MDT:

- 1. Patrol Deputies will be trained in the use of the MDT prior to operating the unit.
- 2. For security purposes, an employee's personal password will be required to enter the system.
- 3. Deputies will sign on and off at the beginning and end of their tour of duty.
- 4. Calls for service will be dispatched through police radio and displayed on the MDT. Supplementary information may be provided through the MDT when necessary.
- 5. At no time will a Deputy operate the MDT while operating his or her vehicle. Use of the MDT will be only after the operator of the vehicle brings it to a full stop in an area that will not create a traffic hazard.

6. Employees will not disseminate any information provided by the MDT except to other police personnel, or as is otherwise necessary to perform law enforcement duties as provided by law (allowing non-departmental personnel and/or civilians to view the MDT screen).
7. When a Deputy receives a “want” on a subject, he or she must contact the Communications Center and advise of the possibility of a wanted subject. The Communications Center will confirm the “want” by contacting the originating agency. A hard copy of the “want” is available through the Communications Center.
8. MDT’s will be used for official law enforcement business only. The sending and receiving of personal messages is prohibited. Obscenities, vulgarity, or sexual or racial comments are strictly prohibited. The Deputy Chief of Patrol and Public Safety and/or the Director of Technology will monitor MDT activity by reviewing the copies of the messages provided by the Communications Center.
9. Query access will be denied if an employee fails to pass the Query test.

D. Care and Maintenance of the MDT:

1. Do not have a battery charger connected without disconnecting the terminal, as it will burn out the units. When jumpstarting other vehicles, the MDT and its radio must be turned off. If jumpstarting from a tow truck generator, the fuse must be removed.
2. ***Special Care:*** Because the MDT is a computer, special care must be taken to prevent spills. Beverages must be covered with a spill proof lid, and any foreign material that might cause damage to the MDT must not be allowed in close proximity to it.

2.17.09 License Plate Reader (Added 2/23/11)

PURPOSE

To establish policy and procedure for use of the vehicle mounted License Plate Reader (LPR).

POLICY

It shall be the policy of the Blount County Sheriff’s Office to enhance patrol and investigations capabilities by utilizing LPRs to scan, detect and identify license plate numbers that appear on selected Hot Lists. Only Deputies trained in the use of the LPR are permitted to operate the system. All LPRs will be used and maintained in accordance with manufacturer’s recommendations.

DEFINITIONS

- A. **Hot List:** User defined data that is entered into the National Crime information Center (NCIC) database, as well as any information that is entered manually by the

operating officer. The data file is uploaded to the LPR at the beginning of shift so that the user will be alerted whenever a “vehicle of interest” is located. Hot lists include AMBER alerts, stolen license plates, stolen vehicles, sex offenders etc.

- B. **Hot List Download:** The method by which the Hot List data is transferred from the LPR server to the mobile LPR within a patrol vehicle.

- C. **License Plate Reader:** A computer-based system that utilizes special cameras to capture a color image, as well as an infrared image, of the license plate of a passing vehicle. The infrared image is converted into a text file utilizing Optical Character Recognition (OCR) technology. The text file is automatically compared against a hot list.

TRAINING

Prior to being issued an LPR, Deputies will be trained in the following areas:

1. Policy and Procedure
2. Log in procedures
3. System Capabilities
4. Familiarization with the Quick Reference and Quick Start Guide
5. How to locate a vehicle upon Alert
6. Hot List downloads
7. How to manually enter information into the Hot List

PROCEDURES

- A. A license plate mounted on a county vehicle located at the Blount County Justice Center will be used as a test license plate to ensure the system is functioning.

- B. The Deputy will visually inspect the mounted cameras of the LPR system and the laptop for any damage. If damage is found, this will be reported to their supervisor immediately. If the camera lens needs to be cleaned, an **alcohol or ammonia free** window cleaner will be used. If maintenance is required the manufacturer will be contacted.

- C. After being trained, that Deputy will be given a user name and password to access the system.

- D. At the beginning of shift the Deputy will select “Begin Shift” to download the most up to date hot list.

- E. At the end of shift the Deputy will select “End Shift” to upload all the plate reads from the shift to the LPR server.

- F. The LPR equipment passively reads the license plates of moving or parked motor vehicles using LPR optical character recognition technology and compares them against a Hot List.
1. While parked at the Justice Center a Hot List download will be performed on a daily basis with the most current information available from NCIC.
 2. Manual additions to the Hot List can also be made by the Deputy to the system during their shift, however, the information will be deleted from that mobile LPR unit once the vehicles sync with the LPR server at the end of shift. Examples of possible reasons for manual entry of a license plate number include but are not limited to:
 - a. Be On Look Out (BOLO)
 - b. Attempt to Locate;
 - c. Motorist overdue to destination;
 - d. AMBER Alert;
 - e. Child Abductions;
 - f. Wanted Persons and
 - g. Missing persons.
 3. During operations, LPR “hits” are indicated by an audible and visual alarm. An LPR “hit” shall not be used as reason for a traffic stop or enforcement contact until all provisions contained in this section have been satisfied. Contact with the vehicle and its occupants shall only be made after the “hit” is confirmed through either BCCC or the MDT.
 - a. The Deputy receiving the notification must first visually verify the Hot List entry matches the digital image displayed by the LPR and the license plate is from the Hot List state. If for any reason they do not match, the “hit” will be rejected. If they do match, the “hit” will be accepted and the Deputy will verify the hit through NCIC.
 - b. When verifying the “hit”, the Deputy will notify BCCC that the verification request is the result of an LPR “hit”.
 - c. After verifying the “hit” through BCCC, the Deputy will then attempt to stop the vehicle. The stop shall be treated as an unknown to high-risk stop, depending on the circumstances, and appropriate backup should be utilized when necessary.
 - d. A disposition code will be selected in the LPR software by the Deputy.
 - e. Any incident associated with the LPR system will be documented in the narrative of the incident report for statistics.

- G. The Blount County Sheriff's Office Fleet Manager as designated by the Sheriff, will be responsible for overseeing the installation, implementation, and maintenance of the LPR.
1. In the event the LPR needs repair, the Deputy shall immediately contact the Fleet Manager for scheduling an appointment for repair.
 2. The LPR will not be disconnected by anyone, except the assigned Deputy, technology personnel or personnel performing repairs on the LPR or vehicle.
 3. Deputies whose patrol vehicle is equipped with the LPR and are on extended leave such as annual or sick leave, that requires the Deputy to be absent more than their normal work week plus their RDO's, or are out of town in conjunction with accrued leave will be required to bring their vehicle and park it at the Justice Center behind the Sheriff's Office garage.
- H. Plate scan information is retained on a secure Blount County Sheriff's Office server for a period of 5 years and may be queried for use in ongoing law enforcement investigations. Access to plate scan information is restricted to Sheriff's Office personnel with assigned user name and passwords as well as other law enforcement agencies for the purposes of information sharing. Access to this data is for law enforcement purposes only, any other use of this data is strictly forbidden. Employees found using this data for anything other than law enforcement purposes will be subject to discipline.

2.18 Canine (K-9) Unit

Police canines are intended to supplement the efforts of law enforcement personnel in situations that would otherwise place officers or others at greater risk of injury, or where the canine's unique abilities will increase personnel's effectiveness.

A. Definitions

K-9 Unit Supervisor – The supervisor assigned the responsibility for supervision, administration, and training needs of the K-9 Unit.

K-9 Trainer – The Deputy specially trained and certified as a K-9 Trainer.

K-9 Deputy/Handler – A Deputy specially trained in the care, handling, and training of a canine for law enforcement use. A K-9 Deputy and his or her canine is a specially trained team.

Canine (K-9) – A working dog that has been procured and specially trained to execute a number of specific law enforcement and public service tasks which make use of the canine's intelligence, speed, agility, and sense of smell.

B. Selection and Training of K-9 Deputies

1. The following minimum qualifications are required to be selected as aK-9 Deputy:
 - a. Must have a minimum of 3 years experience as a law enforcement officer, with at least 1 year with the Sheriff's Office.
 - b. Have a good work record.
 - c. Demonstrate maturity and be able to work independently and unsupervised.
 - d. Able to work effectively with other Deputies and other law enforcement agencies.
 - e. Not have a sustained complaint or disciplinary against him or her for excessive use of force.
 - f. Must be proficient in report writing and record keeping.
 - g. Must exhibit a calm professional manner in dealing with stressful situations.
 - h. Must be in good physical and mental health in order to handle rigorous training.
 - i. Must possess a genuine interest in dogs, and be able to provide the canine with suitable living quarters and to properly care for the animal's daily needs.
 - j. Must make a long-term commitment to the K-9 program, for at least 4 years.
 - k. Must be willing to work a variety of shifts and be available for unusual incidents on short notice.

2. Training

- a. K-9 teams will be multi-purpose trained with each team receiving training in basic law enforcement/canine tactics, tracking, and narcotics detection.
- b. The Patrol Captain, or designee, will ensure that K-9 teams receive the minimum training necessary to perform their duties and to maintain current certification.
- c. Each canine must be properly trained and certified prior to being officially assigned to patrol duty, and the dog will be certified every 12 months. The Deputy Chief of Patrol and Public Safety, or designee, will set forth criteria for certification.
- d. In order to maintain a canine's proficiency and certification in drug detection, K-9 Deputies must have access to real controlled substances as training aids, and will be permitted to possess controlled substances the canines are trained to detect.
 - 1) Controlled substances used for training will be stored in a DEA approved container.
 - 2) A logbook will be maintained in the container for the purpose of logging in and out the controlled substances.
 - 3) Once a month, the K-9 Unit Supervisor will inspect and inventory all controlled substances stored by the canine team for training purposes.

- 4) The Office of Professional Standards may conduct inspections of the controlled substances stored by the K-9 Unit at any time.
- 5) In the event any controlled substance used for training is lost or destroyed during training or while in the possession of a K-9 Deputy, he or she will immediately notify the Patrol Captain or designee and will complete an Narrative Supplement completely explaining the loss of the controlled substance.

C. Deployment and Call Out

1. K-9 teams are assigned to Patrol. When supporting field units, a K-9 team coordinates, cooperates, and reports to an on-scene supervisor.
2. In the event directives are given which expose K-9 teams or persons on the scene to excessive risks, hazards, or injuries, a K-9 Deputy will advise the on-scene supervisor of the inappropriateness of the action requested. Conflicts will be resolved between the on-scene supervisor and the K-9 Unit supervisor, or designee. If required, the on-scene supervisor can request the K-9 Unit supervisor respond to the scene.

D. On Duty K-9 Teams

1. On duty K-9 teams will respond to crimes in progress and assist other law enforcement units. During regular K-9 duty hours, a Deputy (with supervisory approval, Corporal or above) may request a K-9 team response. If approved, a K-9 team will respond.
2. K-9 teams are most effective when immediately available to use the special attributes and training of a canine. Routine dispatch of K-9 teams to calls that will remove a K-9 team from service for extended periods of time should be avoided. Such use does not use the special attributes and training of a team. A K-9 team will attempt to handle self-initiated calls and assist other law enforcement units as a backup when possible.

E. Off Duty K-9 Teams

1. When K-9 teams are off duty, a Shift Supervisor or the Patrol Captain or designee may authorize a call out after a scene has been evaluated.
2. A weekly K-9 Unit On Call Schedule will be provided to the Communications Center by the K-9 Unit supervisor. When an on-call K-9 Deputy is notified via cell phone or other means, he/she will contact the Communications Supervisor within 15 minutes and advise an estimated response time. If a K-9 team cannot be contacted, the K-9 Unit supervisor will be notified immediately.

F. Authorized Uses of K-9 Teams

1. **Tracking** - Tracks can be conducted for missing, injured, or endangered persons in addition to aid in the apprehension of criminal suspects. The following procedures will be utilized when K-9 teams are requested to track:
 - a. When a scene has been evaluated and a supervisor has established a need for a K-9 team, a K-9 team should respond.
 - b. On-scene personnel should secure the scene and maintain a perimeter until the K-9 team arrives and advises that the track has been concluded.
 - c. Attempts should be made **not** to contaminate the crime scene and the route of escape. Unauthorized persons will not be permitted within the perimeter. In the absence of a supervisor, the initial Deputy at the scene will determine who is authorized or unauthorized to enter the perimeter.
 - d. Caution should be used when deploying K-9 teams in heavily populated areas.
 - e. Physical or other evidence, or any scent article at a crime scene should not be contaminated.
 - f. A K-9 Deputy will coordinate with personnel on the scene to gain information pertaining to the type of crime, suspect description, weapon information, time lapse, and perimeter information. The person in charge of a scene will be responsible for providing a K-9 Deputy with this initial information.
 - g. Deputies will assist the K-9 team as directed by a K-9 Deputy.
 - h. If a helicopter will be used in conjunction with a K-9 team, a K-9 Deputy and helicopter personnel will coordinate their activities to the fullest extent practical. Care should be used to maintain minimum radio traffic during a search so a K-9 team and the helicopter have an open line of communication if an emergency situation should arise.
 - i. Prior to a K-9 team conducting a track, a verbal warning may be given. The warning will announce the presence and imminent release of a Sheriff's Office canine. This warning may be given to avoid injuries to innocent bystanders and/or allow the suspect the opportunity to surrender. The warning will be given only by a K-9 Deputy and not given prior to a K-9 team's arrival as a ploy for surrender.

2. **Area Search** - An area search may be conducted if there is no starting point for a track. The following procedure will be followed in addition to the tracking procedure listed above:
 - a. The K-9 team will search an open area using the airborne scent to locate hiding suspects.
 - b. It is at a K-9 Deputy's discretion to conduct a search on or off lead in accordance with written directives.
 - c. Deputies on a perimeter will use care and attempt to stay near their vehicles during these searches.
 - d. Deputies will not allow anyone to enter a perimeter.

- e. Prior to a K-9 team conducting an area search, a verbal warning may be given announcing the presence and imminent release of a Sheriff's Office canine. This warning may be given to avoid injuries to innocent bystanders and/or allow a suspect the opportunity to surrender. The warning will be given only by a K-9 Deputy and not given prior to a K-9 team's arrival as a ploy for surrender.

3. Building Search - A building search may be conducted when a suspected burglary has been detected in a building. The following procedures will be used when K-9 teams conduct a building search:

- a. The first Deputy on a scene will deploy backup units to establish a perimeter around a building.
- b. The on-scene supervisor evaluates and establishes the need for a K-9 team.
- c. Deputies at a scene will maintain a perimeter and not enter, or allow anyone else to enter, a building. Deputies should not stand near the point of entry or exit.
- d. The on-scene supervisor should brief a K-9 Deputy of the situation upon his/her arrival. Attention should be focused on entry and exit points, movement detected inside the building, and/or perimeter or any other pertinent information.
- e. Deputies at a scene should ensure that everyone stays clear of all doors and windows while a K-9 team(s) searches.
- f. Prior to a K-9 team(s) conducting a building search, a verbal warning will be given indicating the presence and imminent release of a Sheriff's Office canine. This warning will be given to avoid injuries to innocent bystanders and allow a suspect the opportunity to surrender. The warning will be given only by a K-9 Deputy and not given prior to a K-9 team's arrival as a ploy for surrender.

4. Crowd Control - Canine use for crowd control may be conducted at the request of a supervisor once the need is established. The following procedures will be used when a K-9 team has been requested for crowd control:

- a. No K-9 team will be used for crowd control without the knowledge and authority of the Shift Supervisor, unless the delay in obtaining said authority might place citizens or Deputies in unnecessary peril. In the absence of an on-scene supervisor, a K-9 Deputy will determine use of the canine to prevent or avoid injury to a Deputy or citizen.
- b. The Shift Supervisor will notify the Patrol Captain or designee of the use of a K-9 team for crowd control as soon as possible.
- c. In the event K-9 teams are used for crowd control, each team should work in conjunction with other K-9 teams, if available.

- d. Canines will not apprehend people unless the actions of the crowd escalate to the point where K-9 handlers and/or Deputies are in danger of physical harm.
 - e. A K-9 Deputy will keep his/her canine on lead to ensure the canine maintains a reasonable distance from the nearest person in the crowd being dispersed, unless the situation dictates that the canine be released to apprehend and control a suspect.
5. **Protection** - A K-9 Deputy may use their canine for self-protection and to assist another law enforcement officer or citizen as necessary.
 6. **Object Search** - The following procedures will be utilized when a K-9 team is requested to conduct an article search, narcotics search, or explosive search:
 - a. **Article Search**
 - 1) A supervisor will evaluate the need for a K-9 team to conduct an article search. The scene should be secured to prevent contamination and no one should be allowed within the search area.
 - 2) A Deputy on the scene will be responsible for the protection of any recovered evidence until it can be properly collected and processed.
 - b. **Narcotics Search**
 - 1) A Deputy may determine the need for a narcotics detection K-9 team and will request their response.
 - 2) A Deputy on the scene will be responsible for ensuring the scene is not contaminated. A scene should not be searched prior to the K-9 team's arrival.
 - 3) It is the responsibility of a K-9 Deputy to explain the limitations or capabilities of his/her canine.
 - 4) A Deputy at a scene must be prepared to take appropriate measures after a canine gives a positive alert indicating the presence of the odor of narcotics (i.e. arrest, secure a search warrant if needed, take custody of the located narcotics and place into evidence).
 - 5) Narcotics detection canines will not be used to search for narcotics on a person.
 - 6) Doors and windows of structures or vehicles to be searched should be left closed until a K-9 team begins the search.
 - c. **Explosive Search**
 - 1) If a suspicious item is located during an initial search, an Explosive Ordnance Disposal Unit (EOD) may be notified.

- 2) Only EOD Personnel will request an explosive detection K-9 team when a suspicious item has been found.
- 3) When a bomb threat has been made and a particular area in a building has been targeted, an explosive detection K-9 team may respond.
- 4) An explosive detection K-9 team may respond upon request to conduct a sweep prior to the arrival or during the stay of a dignitary, or at an area where a threat assessment reveals the possibility of an explosive device being placed.
- 5) An explosive detection K-9 Deputy will coordinate with EOD personnel when appropriate.
- 6) EOD personnel are responsible for keeping a K-9 Deputy abreast of current trends in improvised explosives and components to ensure updated training to meet the trends.

G. Public Relations

The Blount County Sheriff's Office K-9 Unit is a vital tool to enhance public relations in the community. Requests for public demonstrations should be routed through the Patrol Captain or designee who may approve the request if resources are available. Care will be taken to prevent accidental injury to the public while demonstrations are being conducted.

H. Unauthorized Uses of Canines

K-9 teams will not be used for the following situations:

1. To affect the arrest of a highly intoxicated or feeble person who obviously could not escape or resist a Deputy.
2. To intimidate, coerce, or frighten a suspect in custody.
3. After a suspect surrenders or is secured, complies with commands, and poses no threat.

I. Safety Precautions Relating to Canines

When a K-9 Deputy is injured, on-site personnel will take the following precautions:

1. The K-9 vehicle or handler will not be approached unless the injury is life threatening.
2. The K-9 Unit supervisor and the closest K-9 Deputy will be notified immediately to respond.
3. If possible, the injured handler will attempt to control the canine.
4. If the above fails and the situation is life threatening for the handler, disabling force may be necessary to secure the canine. This action must be a last resort.
5. These precautions are necessary to avoid injury to Sheriff's Office personnel while a canine is protecting his/her handler.

J. Working with K-9 Teams

1. Deputies will follow a K-9 Deputy's instruction when requested to assist, providing cover for a K-9 team during a search.
2. Resources permitting, K-9 teams may assist other law enforcement agencies within the county. The Patrol Captain or designee must approve Law enforcement requests from outside of the county must be approved by the Patrol Captain or designee.
3. When assisting other agencies or operating outside of the county, K-9 teams will adhere to BCSO policies and procedures and State Law.

K. Canine Inflicted Injuries To a Suspect

When a suspect is injured during an apprehension, the following will occur:

1. A handler will control the canine.
2. A suspect will be secured by assisting law enforcement personnel.
3. Render first aid and request the appropriate medical assistance, if necessary. It will be a handler's responsibility to ensure timely treatment of wounds.
4. A K-9 Deputy will document all necessary information on the appropriate reports, and forward this documentation through the chain of command to the Patrol Captain or designee.
5. An injury(s) will be photographed.
6. The K-9 Unit supervisor will be notified as soon as possible.

L. Canine Inflicted Accidental Injuries

1. A handler will control the canine and medical aid will be summoned, if required. A K-9 Deputy will document the accidental injury using the appropriate reports, and forward the documentation through the chain of command to the Patrol Captain or designee. The K-9 Unit Supervisor will be notified as soon as possible.
2. If a K-9 escapes from the custody of its caregiver, the following will occur:
 - a. The K-9 Supervisor and the Patrol Captain or designee will be notified immediately.
 - b. The Shift Supervisor will be notified and assist in the search for the K-9.
 - c. The Communications Center will be notified immediately.
 - d. The K-9 Supervisor will ensure that the appropriate reports are completed in accordance with the K-9 Operations Manual

M. Compliance with the Fair Labor Standards Act

In order to comply with the Fair Labor and Standards Act, the following will be adhered to:

1. K-9 Deputies will be granted 1 hour of each shift to feed, groom, and otherwise care for their assigned canines, and will be compensated 1 hour for each scheduled day off for feeding, grooming, and otherwise care for their assigned canines.
2. When taking leave of any kind, K-9 Deputies will be charged with one hour less than their duty hours. This allows one hour for care of the canine as described above, unless the canine is kenneled at the expense of the Sheriff's Office, as the K-9 Deputy will not be responsible for the care of the canine during this time.

N. Transfer of Ownership

Ownership of police canines may be transferred to a handler if the dog is retired from duty or relieved due to injury or illness, or if the handler leaves the unit and the dog is not to be assigned to another handler. The new owner will be responsible for all care, maintenance, and liability associated with the canine.

O. K-9 Vehicles

1. Vehicles used by K-9 Deputies will be equipped the same as patrol vehicles, and directives that apply to patrol vehicles will equally apply to K-9 vehicles.
2. K-9 vehicles may be equipped with special devices such as temperature monitors, remote door releases, safety devices designed to prevent undesired contact between the canine and the public, and the interior of the vehicle will be modified to accommodate the needs of the K-9 Team.
3. Other special equipment specifically designed for the K-9 Unit will also be installed that will include leashes, collars. And other gear designed for the use of canines in patrol activities. The K-9 Unit Supervisor will maintain an inventory of this equipment and its assignment to K-9 vehicles.
4. Responsibility checking fluid levels, fuel, oil, tire pressure, cleanliness, and scheduling of maintenance and repairs will rest with the Deputy assigned to the vehicle.

P. Required Equipment

1. Agitation Muzzle
2. Wire Muzzle
3. Electric Collar
4. Flat Collar
5. Pinch Collar
6. Traffic Lead
7. 6 Foot Lead
8. 15 Foot Lead
9. 30. Foot Lead
10. Nylon Harness

11. Leather Harness
12. Bite Sleeve
13. Sky Crate
14. Doghouse
15. Camelbak/ First-Aid Kit
16. Bulletproof Vest
17. Training Coat

2.19 Boat Patrol

The use of special purpose water negotiable vehicles is to provide vehicles for special situation investigations and to deliver members of the dive team as necessary. The objectives include, but are not limited to:

- Reduce the amount and frequency of auto burglaries and thefts in areas surrounding local lakes, boats ramps, docking areas, and nearby private dwellings.
- Control the incidence of boating by operators under the influence of intoxicants.
- Provide boater safety on area lakes.
- Investigate water-related incidences, including recovery of underwater evidence of crimes.
- Assist other agencies in enforcement of wildlife laws and pollution control measures on lakes located in Blount County.
- Facilitate search and recovery of drowning victims.
- Aid in search and recovery of contraband and personal property deposited in area lakes.
- Increase law enforcement service to users of area lakeside campgrounds.

A. Instructions, Conditions, and Limitations in Use

1. Sheriff's Office boats will be used for enforcement activities according to available manpower during warm weather months.
2. Boats may be called out to the scene of a reported drowning to assist in dragging operations, area security, and/or to assist other agencies in lake traffic control in the area.
3. Boats will be available for above water and underwater search and recovery missions as determined appropriate, and may be used for investigative purposes, observations, surveillance, and stakeouts as determined appropriate by the Patrol Captain or designee, Deputy Chief, Chief Deputy, and/or the Sheriff.
4. The patrol boat will be used to assist other agencies in any of the above situations upon request and with the Sheriff's prior approval.
5. The dive team's boats will be used according to SOP prepared by the dive team supervisor.
6. When not in use, boats will be parked in a sheltered parking space or under a canvas cover at the Sheriff's Office. Dive team equipment and boats will be stored so as to make them readily available for service.

7. The Patrol Captain, or designee, will maintain the keys to the boats, and a set will be kept in the vehicle lock box at the Sheriff's Garage.
8. A log will be maintained that indicates the use of the patrol boat in the following categories:
 - a. Deputy checking out the keys.
 - b. Intended use of the boats
 - c. Names of assisting Deputies.
9. Boats assigned to the dive team will be maintained and logged as to use by the dive team supervisor.
10. Only those Deputies who have completed the U.S. Coast Guard Auxiliary Seamanship and Boating Safety course, or equivalent training, are to use Sheriff's Office boats, or to accompany an operator as a sole assistant. In no event will Deputies not trained in the actual operation of any of the boats attempt to start or run them, unless emergency recovery operations dictate otherwise, and the trained, assigned operator is unable to operate the unit.
11. The Patrol Captain or designee will assign a Deputy to boat maintenance and training duties in the use of the patrol boat. Deputies will show proficiency in the operation of the unit prior to being authorized as a primary operator.
12. The boat's operator will be responsible for checking fluid levels, fuel, oil, trailer tire pressure, wheel bearing grease and safety equipment.
13. During the course of repairs and maintenance, mechanics will be authorized to operate the boats as necessary to complete and test repairs.

B. Markings and Equipment

1. The patrol boat will be marked similar to other agency-owned high-visibility vehicles. The boat shall be white with a black top, with black and silver metallic decals. A Sheriff's star will be placed on both sides.
2. The patrol boat will be supplied with the following equipment:
 - a. Emergency lights facing forward
 - b. 1 hand-held spotlight
 - c. Personal flotation jacket for each occupant with 6 stored on board at all times
 - d. Portable radio
 - e. Siren
 - f. 2 oars
 - g. Horn
 - h. Properly installed red and green bow lights
 - i. Raised 360-degree white rear stern light
3. Towing on divided highways and interstate highways may be up to, but will not exceed, the posted legal speed limit. Towing on other streets, roads, and highways will not exceed 45 miles per hour except during emergency response.

4. Except in response to emergency calls, only properly equipped Sheriff's Office vehicles will be used to tow boats and trailers. Any alternate vehicle towing the boats and trailer will be equipped with appropriate wiring receptacles and proper lighting will be displayed.

2.20 Bicycle Patrol

Bicycle patrol is a component of Patrol and Public Safety and is assigned to the Day and Evening Shifts under the command of the Shift Supervisors assigned to those two shifts. The bicycle patrol is to perform visible patrol duties in designated areas on bicycles, and will be used for patrol of business districts, public parks, neighborhoods, streets, or for community relations and crime prevention activities, or such other duties as the Deputy Chief of Patrol and Public Safety, Patrol Captain or designee, and Shift Supervisors may direct.

A. Selection of Bicycle Deputies

1. Patrol Deputies must have completed their probation period and indicate an interest in bicycle patrol by submitting a letter through the chain of command to the Chief Deputy stating his or her experience and reasons for applying for this position.
2. Patrol Deputies applying for this position must be in good physical condition with no history of excessive sick leave absence, and have a good working knowledge of the street and road layout, recreational areas, and business districts of the county.

B. Training

1. Patrol Deputies selected for bicycle patrol must complete a police bicycling training course as administered by a qualified instructor and approved by the P.O.S.T. Commission.
2. The certification course will, at a minimum, include such topics as:
 - a. How to ride safely and comfortably in traffic, off-road, and in urban areas.
 - b. Tactical and emergency use of the bicycle.
 - c. Mechanical adjustments.
 - d. Maintenance and inspection of equipment.
 - e. Night and inclement weather operations.

C. Equipment

1. All issued bicycles will be equipped in accordance with *TCA 55-8-177*, which requires that they be able to stop within 25' at a speed of 10 mph, and be equipped with a headlight and a taillight (or reflector).
2. Bicycles will be equipped with a strobe light and a cargo rack, and will have prominent markings indicating it is a part of the Blount County Sheriff's Patrol.
3. Other equipment may be specified and/or approved by the Patrol Captain

or designee.

D. Maintenance

1. A Deputy assigned to bicycle patrol will be designated as the bicycle maintenance coordinator, and will be responsible for periodic repairs performed on the bicycles and for maintaining maintenance records.
2. Whenever a Deputy detects a hazardous defect during the initial daily inspection, he or she will take the bicycle out of service until the bicycle maintenance coordinator completes all repairs, or sees that repairs are completed and approves the bicycle for service.
3. The bicycle maintenance coordinator will inspect all bicycles monthly and repair, or have repaired, any worn or unserviceable parts.

E. Bicycle Patrol Procedures

1. The primary function of bicycle patrol is to effectively patrol neighborhoods, shopping districts, and recreational areas to reduce crime, seek compliance with laws and regulations, and to augment patrol activities.
2. Deputies assigned to bicycle patrol will have the additional duties of giving instruction classes on the importance of bicycle safety as well as general safety topics as assigned.
3. Bicycle patrol Deputies must request and receive the prior, specific approval of the Patrol Captain or designee and/or the Deputy Chief of Patrol and Public Safety prior to participation in any parade, civic function, or bicycle safety class.
4. Due to the nature of the bicycle patrol, it will be necessary for bicycle Deputies to make arrangements for their prisoners to be transported to the Adult or Juvenile Detention Center by a patrol cruiser in order to complete booking procedures. The Deputy will transport his/her bicycle on the bike rack provided to their assigned patrol vehicles.
5. In the event of any unusual occurrence as presented in the GO relating to unusual occurrences and special events, a bicycle patrol Deputy will return to patrol duties until the occurrence has subsided or on the command of a Shift Supervisor.

F. Safety Equipment

Items of safety equipment will be worn by bicycle patrol Deputies at all times they are engaged in bicycle patrol activities. The following safety equipment is required:

1. **Helmet** - the issued helmet shall conform to SNELL and ANSI standards.
2. **Eye Protection** - Deputies shall choose from any high quality riding glasses to protect the eye area.
3. **Gloves** – Deputies may choose gloves either with or without fingers.

4. **Leather Gear** – Deputies will specify the leather gear that will be used.
5. **Shoes/Boots** - department approved black footwear that provides adequate arch support.

G. Uniform

1. Specific uniform apparel (i.e. shirt, long or short pants) will be designated and issued to all bicycle patrol Deputies.
2. Socks - white, cotton, ankle-length athletic socks will be worn with short pants. Black or navy blue socks may be worn with the long pants.

2.21 Blount Special Operations Response Team (BSORT) **(Added 12/02/02)**

A. General

1. BSORT is a multi-agency search and rescue unit used for dive rescue/recovery, technical rescue, tracking, as well as swift water rescue. The Sheriff's Office is the lead agency and is responsible for general supervision of operations.
2. BSORT is comprised of emergency response personnel from the community including emergency medical, fire, and law enforcement personnel.
3. The BSORT Director will be appointed by the Deputy Chief of Patrol and Public Safety with the approval of the Chief Deputy and the Sheriff, and will report directly to the Patrol Captain or designee for issues relating directly to BSORT.

B. Call Out of BSORT

BSORT personnel may be called out by any emergency services agency regardless of agency affiliation with BSORT. Upon arrival at an incident, a BSORT Incident Commander will assess the scene and determine what immediate action should be taken and coordinate with all agencies involved.

2.22 Mounted Patrol (Added 06/03/04)

The objective of the Blount County Sheriff's Office Mounted Patrol is to develop a highly trained and operationally sound unit to assist with crowd control, traffic control, search and rescue, drug eradication, and community relations.

Criteria for Deployment:

The Mounted Patrol will be deployed under the direct supervision of the unit supervisor and upon the approval of one of the following; Sheriff, Deputy Chief of Patrol and Public Safety, or Patrol Captain or designee. The Mounted Patrol should be considered for deployment in, but is not limited to the following situations.

1. Crowd Control- The size of the horse makes the Deputy much more visible than a Deputy on foot.
2. Traffic Control- For situations requiring blocking motor vehicle traffic to permit pedestrian traffic. A mounted Deputy stands out from pedestrians. A mounted Deputy should be used in this manner only when vehicle traffic is light and visibility to oncoming drivers is unobstructed.
3. Rural and Wooded Area Searches- Mounted Deputies are well suited to perform searches due to the added visibility provided to the Deputy by the horse's height. Additionally mounted Deputies can cover larger areas in shorter periods of time.
4. Marijuana Eradication- Due to the endurance of the horse, mounted Deputies can secure marijuana patches in areas where Deputies on foot would easily tire. The horse also allows the Deputies to transport the illegal substance back to waiting vehicles.
5. Community Relations- Horses attract people and consequently bring them into contact with the Deputy Sheriff. This natural bridge provides an opportunity for the Deputy to interact positively with the community.
6. Crime Prevention Patrols- Mounted Deputies should provide a deterrent to criminal activities at sporting events, concerts, and disaster stricken areas.

Limitations on Usage

The Mounted Patrol Unit is a versatile unit however; there are some situations in which the unit should not be utilized. These include but are not limited to the following:

1. Passive Demonstration- Horses should not be used to clear passive "sit-in" demonstrators. Deputies on foot must be used due to the perception of force created by the presence of the horses. This should not prevent mounted Deputies standing by if there is a possibility the demonstration will become violent or confrontational.
2. Severe Weather- Due to the possibility of injury to the horse and Deputy, the mounted patrol should not be used in extreme weather such as excessive winds, heavy ice, flooding, rains, excessive cold (below 32* F) or excessive heat (over 97* F).
3. Discretionary Situations- Horses shall not be used in any situation which in the opinion of the Mounted Patrol Supervisor or the individual rider could present undue risk of injury to the horse and/or rider.
4. Only employees of the Blount County Sheriff's Office and individuals designated by the Sheriff shall be allowed to mount horses when they are being used for official duties unless an emergency situation exists.
5. Requests for assistance outside the geographical boundaries of Blount County or for agencies operating inside the geographical boundaries of Blount County must be approved by one of the following persons: Sheriff, Chief Deputy, Deputy Chief of Patrol and Public Safety, or Patrol Captain or designee. The mounted patrol Deputies will not assist agencies outside

the state of Tennessee without the express consent of the Sheriff, Chief Deputy or Deputy Chief of Patrol and Public Safety.

Mounted Patrol Training Standards

4. Assignment to the Mounted Patrol Unit is a specialized assignment. Only P.O.S.T. certified law enforcement Deputies may serve as a member.
5. Prior to working a public event with the horse, each Deputy will complete a 40 hour basic equestrian class. At a minimum the course will include;
 - A. Basic Horse Psychology
 - B. Basic Anatomy
 - C. Care and nomenclature of equipment
 - D. Riding Skills
 - E. Demonstrate basic proficiency
6. A special effort will be made to expose each horse and rider to a wide variety of environmental stimulus in training, to include various noises, moving objects, vehicles, and obstacles.

Care and Upkeep of Horses

1. Horses assigned to the Mounted Patrol are the property of the Blount County Sheriff's Office. The Sheriff's Office will provide for the food, housing, furrier, and veterinary requirements of the animals. The Deputies assigned will be responsible for the coordination of appointments and purchasing of services needed. All needs for the care and upkeep of the horses will be coordinated by the unit supervisor and approved by the Patrol Captain or designee.
2. Equipment such as Tack, and other needed equipment issued by the Sheriff's Office will be the responsibility of the Deputy assigned. Any equipment lost or damaged should be reported through the proper channels as soon as possible.

Required Equipment:

1. Saddle
2. Blanket
3. Reflective Hoof Guards
4. Bridal/ Halter Combination
5. Breast Plate
6. Saddle Bag
7. Poop Bag
8. Badge
9. 6 Foot Lead Line
10. Cool Max Uniform Shirt
11. Motorcycle Fitted Pants
12. Class B Uniform Pant

13. Black Boots
14. Riding Helmet
15. Helmet Bag
16. Uniform Horse Pin

CHAPTER 3: Traffic Functions

Traffic law enforcement involves all law enforcement activities or operations relating to observing, detecting, and preventing traffic law violations and taking appropriate action. Enforcement not only involves arrests and citations, it includes effective warnings to drivers and pedestrians that help prevent them from committing minor, unthinking violations. Traffic law compliance is promoted through the judicious use of verbal warnings in place of traffic citations or arrests. Traffic enforcement can be reactive to observed violations, at accidents, or in response to community concerns. Or it may be proactive by working to prevent traffic violations. Enforcement should relate to traffic accidents with respect to time, place, and type of violation.

Definitions

Citation - Any traffic enforcement action that involves written notice to the accused to appear in court for trial adjudication or disposition to determine the guilt or innocence of the person charged with a violation. Synonymous with “ticket,” “summons,” or “misdemeanor citation.”

Hazardous Condition - Highway conditions, for whatever reason, which causes a heightened risk or potential for causing or contributing to traffic accidents.

Roadway - Any road, highway, street, lane, drive, or other conveyance designed for travel by motorized vehicles.

Traffic Control Devices - All signs, signals, markings, and devices placed on, over, or adjacent to a street or highway by authority of a public body or official having jurisdiction to regulate, warn, or guide traffic.

3.01 Patrol Function Traffic Operations

Deputies will maintain a high profile along highways, streets, and roads for the purpose of being visible to the motoring public. Patrol practices and techniques may include, but not be limited to, the following:

- **General patrol** - High profile patrol with no particular objective, selective enforcement, or specific location targeted.
- **Area patrol** - Moving patrol or stationary observation in an area or zone that includes a number of streets, roads, or sections of highway.
- **Line patrol** - Moving patrol, or stationary observation on a specified route between two points, usually 1 street or section of highway.
- **Directed patrol** - Moving patrol or stationary observation with effort directed toward a specific violation or location.
- **Overt stationary observation** - Deputies position themselves in a location that is clearly visible to motorists and allows the Deputy maximum opportunity to observe traffic, but that does not impede the flow of traffic nor endangers the Deputy or others. The location should also allow safe entrance onto the roadway.

3.01.01 General

- A. Selective enforcement programs or unusual situations may require the use of unconventional vehicles. With the Patrol Shift Supervisor's approval, Deputies may use the Sheriff's Office four-wheel-drive vehicles for patrol and traffic enforcement use.

- B. Deputies should not cross the median of a divided highway for routine traffic enforcement. When there are incidents of a serious nature, such as traffic crashes, reckless driving, hit-and-run, or DUI, Deputies may cross the median if there are no nearby crossovers, intersections, or interchanges that would allow a quick turnaround. The median will not be crossed if the slope, depth, or condition of the median would lead to the following:
 - 1. The vehicle could turn over.
 - 2. The vehicle frame would be strained or twisted.
 - 3. The vehicle would drag the undercarriage or other parts.
 - 4. The vehicle would get stuck.
 - 5. The vehicle could not reenter the traffic lanes safely due to poor traction or the volume or speed of oncoming traffic.
 - 6. Turning the cruiser would endanger the Deputy or other motorists.
 - 7. The median strip would be damaged beyond trampled grass.

3.01.02 Covert Traffic Patrol Practices

- A. Observation from a covert position will be avoided unless overt positions fail to address the objectives of the enforcement effort. Simple covert positions or actions such as parking near bridges or on inside curves may be taken at the Deputy's discretion. Extreme or unusual covert action will only be used when there is an extreme problem that cannot otherwise be addressed, and the danger to the public safety is unusually high.

- B. Unmarked vehicles may be used when marked vehicles are not appropriate or are ineffective. The Patrol Captain or designee must approve the use of unmarked vehicles for routine traffic patrol or activities of the Traffic Enforcement Team. Extreme caution must be used in regard to pursuit or stopping vehicles because unmarked vehicles are not easily recognized as law enforcement vehicles.

3.01.03 Traffic Enforcement Unit (Revised 02/04/08)

The ultimate goal of traffic law enforcement is to reduce traffic accidents, thus protecting lives and property. All Patrol Deputies have the responsibility for enforcing traffic laws, but the increase in population and the increase in the number of miles that must be patrolled by the Sheriff's Office have established the need for a specialized traffic enforcement unit directed toward the reduction in accidents

through preventative patrol and active, directed traffic law enforcement operations based on continuous analysis of traffic data such as accidents, incidents of DUI arrests, and complaints received from the community.

- A. The Traffic Enforcement Unit will consist of a number of specially trained Deputies under a patrol supervisor who reports directly to the Patrol Captain or designee, and will work separately from Patrol Shifts. The Unit's work hours will vary and depend on the analysis of traffic related activities, and Deputies assigned to the Unit will work 8-hour shifts as opposed to the normal 10-hour shifts. The primary responsibility of the Unit will be traffic related activities, and will assist in regular patrol activities only on the approval of their supervisor to ensure the proper use of limited allocated resources committed to traffic safety.
- B. The Traffic Enforcement Unit will be responsible for the following duties and responsibilities including, but not limited to:
 1. Deployment of speed measuring devices.
 2. Public education relating to traffic safety.
 3. Court services relating to traffic matters.
 4. Aggressive saturation traffic enforcement activities and directed patrol tailored to meet peak hours of DUI and aggressive driving violations.
 5. Conduct of random sobriety checkpoints.
 6. Conduct of in-service training to assist other Deputies in DUI detection and prosecution.
 7. Child restraint training and education.
 8. Enforcement of the Tennessee State Law as it pertains to adult seatbelt usage (TCA 55-9-603 (k), as well as child restraint system violations and penalties (TCA 55-9-602).
 9. Accident reconstruction.
 10. Enforcement of school zone speed limits and traffic control.

3.02 Responding to Traffic Violations

When selecting an appropriate course of action for the enforcement of traffic laws, Deputies will take into consideration the following:

- Seriousness of the violation.
- Circumstances surrounding the violation.
- Whether the violation was an intentional, inadvertent, negligent, or necessary act.
- Past record of the violator.
- Whether the violation would likely continue if the offender were not taken into custody.
- Whether the offender is likely to appear in court if released on a citation.

3.02.01 General

- A. The decision whether to place charges by citation or arrest in all traffic offenses will be in compliance with *TCA 55-10-207* and *TCA 40-7-118* regarding citation in lieu of arrest.
- B. Physical arrest is the appropriate response to a traffic violation in the following situations:
 - 1. The violator commits a serious life threatening offense such as a hit-and-run.
 - 2. The violator refuses to accept or sign a citation.
 - 3. Law requires an arrest.
- C. A citation is appropriate for most traffic offenses committed through carelessness, negligence, or intentional disregard for traffic laws such as speeding, failure to yield, and signal violations.
- D. When placing charges, whether by arrest or citation, the Deputy will inform the accused of the following:
 - 1. Explanation of the charges.
 - 2. The date, time, and location of the scheduled court appearance.
 - 3. Whether court appearance is required.
 - 4. Procedure for entering a plea and paying fines without court appearance.
 - 5. Any relevant and appropriate information requested or needed by the motorist.
- E. Patrol Deputies have a duty and responsibility for traffic enforcement action. However, ticket quotas for job performance standards or for revenue producing purposes are prohibited.
- F. At their discretion, Deputies may issue verbal or written warnings in place of citations for minor traffic violations with no aggravating circumstances. Written warnings provide a record of the offense and the Deputy's action, but do not require a bond, court appearance, or signature of the violator.

3.02.02 Non-Residents

Deputies may issue warnings to residents of other areas who commit minor violations such as equipment violations and seatbelt use that are common only to this local area or to this state, and that do not directly cause accidents. Generally, the violations that lead to accidents are standardized throughout the country, and Deputies will show no special considerations for violations such as speeding, driving under the influence, reckless driving, or failure-to-yield, when committed by non-residents.

3.02.03 Juveniles

No special considerations are necessary for issuing traffic warnings and juvenile citations to juveniles, other than procedures to ensure that parents or guardians are required to be present during court appearances.

3.02.04 Diplomats and Legislators

- A. While certain consular and diplomatic officials are immune from arrest, detention, and prosecution, and United States and Tennessee legislators (Article II, Section 13 of the Tennessee Constitution) are immune from arrest for civil cases while traveling to and from their respective legislative sessions, Deputies have a duty to protect Blount County's citizens and visitors, and will prevent these individuals from driving under the influence or engaging in other behaviors that would endanger other motorists and pedestrians. Deputies will contact supervisors when encountering such situations.
- B. If necessary, Deputies may assist in arranging other modes of transportation, and may transport the individuals to the airport or other appropriate location.
- C. Deputies may complete an Incident Report, or other appropriate report, detailing the situation and actions taken.

3.02.04.01 Offenses Involving Foreign Diplomats

Diplomatic and consular officers should be accorded their respective privileges, rights, and immunities as directed by international law and federal statute. These officials should be treated with courtesy and respect commensurate with their distinguished positions. At the same time, it is a well-established principle of international law that, without prejudice to their privileges and immunities, it is the duty of all persons enjoying such privileges and immunities to respect local laws and regulations.

PURPOSE

The purpose of this general order is to provide members of the Blount County Sheriff's Office with procedures for dealing with foreign diplomats and dignitaries in accordance with international law.

PROCEDURE

1. Diplomatic Immunity

Diplomatic Immunity, a principle of international law, is broadly defined as freedom from local jurisdiction accord to duly accredited diplomatic officers, their families, and servants. Diplomatic officers should not be arrested or detained except for commission of a grave crime (felony offense that would endanger public safety). Family members of diplomatic officers, their servants, and employees of a diplomatic mission are entitled to the same immunities under current U.S. Law (22 U.S.C. 252)

if they are not nationals of, or permanently reside in, the inviolability enjoyed by the premises of the mission of sending state and private residence of a diplomatic agent, his/her property, papers, and correspondence.

2. Diplomatic Officers

Ambassadors and ministers are the highest-ranking diplomatic representatives of foreign government. Other diplomatic titles are Minister Counselor, Counselor, First Secretary, Second Secretary, Third Secretary, and Attaches. These officials are located either in Washington, D.C. or in New York City. **Diplomatic officers, their families, official staff, and servants, who are not nationals of, or permanently residents in receiving state, are protected by unlimited immunity from arrest, detention, or prosecution with respect to any civil or criminal offense.**

3. Consular Officers

Consular Officers are Consuls- General, Deputy, and Vice. They are also official representatives of foreign governments. Consular Officers are required to be treated with due respect, and all appropriate steps are to prevent any attack on their person, freedom, or dignity. They are entitled to limited immunities as described below.

A. Immunities- Under prevailing international law and agreement, a foreign career Consular Officer is not liable to arrest or detention pending trial, except in a case of a grave crime (felony offense that would endanger public safety) and pursuant to a decision by competent judicial authority. His/her immunity from criminal jurisdiction is limited to acts performed in the exercise of consular functions and is subject to court determination.

B. Identification- Credentials issued by the U.S. State Department and by other locally issued official identification papers can identify Career Consular Officers. The U.S. State Department credential bears its seal, the name of the officer, his/her title and signatures of U.S. State Department Officials.

4. Honorary Consuls

Often nationals or permanent residents of a host country are appointed and received as honorary Consular Officers to perform functions generally performed by career Consular Officers. Such officers do not receive identification cards from the U.S. State Department of the type issued to career Consular Officers, though they exhibit reduced-sized copies of diplomatic note evidencing recognition by the U.S. Government. These individuals are not immune from arrest or detention; they are also not entitled to personal immunity from civil and criminal prosecution of the host country, except for official acts performed as part of the consular functions. However, appropriate steps must be provided to accord to such officers the protection required by virtue of their official position.

5. Families of Consular Officers

Family members of Consular Officers do not enjoy the same privileges and immunities with respect to civil and criminal prosecution in the host country that

Consular Officers do. However, they should be accorded appropriate courtesy and respect.

6. Consular Archives, Documents, Records, and Correspondence

The consular archives and documents are inviolable at all times. The official correspondence consular posts, which means all correspondence relating to the consular post and its functions, is likewise inviolable. The only exception is if they are not kept separate from other papers and documents of private or commercial nature relating to the other activities of an honorary consul and persons working with him or her.

7. Violations by Consular Officers

- A. Moving Traffic Violations- When a Consular Officer is stopped for a moving violation the officer on the scene, upon being advised by the driver that he/she is a Consular Officer and ascertaining that he/she possesses the proper credentials, should exercise discretion based on the nature of the violation and either let them go with at warning of the danger of his/her actions, or proceed with issuance of appropriate citation. Mere issuance of a traffic citation does not constitute arrest or detention in the sense referred to above.
- B. DUI- The primary consideration is this type of incident should be to see that the Consular Officer is not a danger to himself/herself or the public. Based upon a determination of circumstances, the following options are available:
 - i. Take him/her to the Blount County Justice Center or a location where he/she can recover sufficiently to enable him/her to drive safely.
 - ii. Take him/her to a telephone so that he/she can call a relative or friend to come for him/her.

The Official should not be handcuffed, subjected to any sobriety test. At best, this is a sensitive situation. The Official should be treated with respect and courtesy. It should be impressed upon him/her that the officer's primary responsibility is to care for his/her safety and the safety of others.

- C. Offenses involving family members of a Consular Officer are sensitive in nature also. Family members of a Consular Officer cannot claim immunity; however, consideration should be given to the special nature of this type of case. A violation should be handled, when possible, through the seeking of a complaint. The individual should be released once a positive identification is made and relationship with the Consular Official is verified. If the violator is a juvenile, he/she should be released to a

parent or other responsible individual.

D. Reporting of Incidents to the Office of the Governor- In the event that a Consular Officer or member of his/her family or personal staff should become involved in any actions taken by Deputies of the Blount County Sheriff's Office, the Sheriff will be immediately informed. In turn, the Sheriff will ensure that the Office of the Governor is immediately furnished with all pertinent information.

3.02.05 Military Personnel

- A. Military personnel are not required to renew their Tennessee driver's license during their term of active service, and for 60 days after leaving service. When driving, military personnel must have in their possession:
 - 1. A current drivers license, or
 - 2. An expired drivers license and current military identification card indicating active duty status, or
 - 3. An expired drivers license and a copy of military orders indicating active duty status, or release from active duty status within the previous 60 days.

- B. A "military drivers license" alone does not give a person authorization to drive on public roads.

3.02.06 Driving Under the Influence

- A. Persons found to be driving under the influence of an intoxicant (DUI) will be arrested and charged with the offense. As provided for in *TCA 40-7-118*, a citation for DUI may be acceptable for persons hospitalized or who will be detained for medical treatment for an extended period of time.

- B. Unless a driver claims to have a physical disability preventing them from completing the following tests, Deputies will use standardized field sobriety tests for determining whether a driver is under the influence of an intoxicant as follows:
 - 1. **Horizontal gaze nystagmus (HGN)** - Nystagmus is involuntary, rapid movement of the eyeball. A Deputy will look for lack of smooth pursuit with an offender's eyes, distinct nystagmus at maximum deviation, and onset prior to 45 degrees. Deputies will successfully complete a training program and receive certification on HGN prior to using it as evidence for DUI. The Training Function will maintain all records of Deputy training and certification. Deputies who do not have certification in the HGN test may use it to determine whether there is a need to proceed with further field sobriety testing.

2. **Walk and turn** - The Deputy will observe the offender as he/she walks heel-to-toe for 9 steps, turns, and walks for 9 more steps. Officers should have the offender follow a line on a hard, smooth surface if possible.
 3. **One leg stand** - The Deputy will observe the offender as he/she stands on one foot with hands down to the side and counts from 1,001, 1002, 1003 until told to stop.
- C. *TCA 55-10-401* defines DUI as being in physical control of any motor driven vehicle on any public road, highway, street, alley, shopping center, trailer park, apartment complex, or any other premises which is generally frequented by the public while under the influence of any intoxicant, marijuana, narcotic drug, or drug producing stimulating effects on the central nervous system, or while the blood alcohol content exceeds the legal limit. As provided for in *TCA 55-10-408*, for the second and subsequent offenses of DUI, the person is assumed intoxicated if the blood alcohol content exceeds the legal limit.
- D. When charging a person with DUI, Deputies will determine whether to charge the offender with a first offense or a subsequent offense of DUI. As provided for in *TCA 55-10-403*, if the person has been convicted of DUI within the last 10 years, the Deputy will trace the criminal history for another 10 years previous to that, and so on. Any convictions for DUI that are 20 or more years old will not be counted. DUI arrests for which the person has not yet been convicted, and will not be counted in determining the number of the present offense. For example, if the offender is arrested in July 1999 for DUI, and he/she has an arrest in June 1999 for DUI but has not been convicted yet, and has DUI convictions in 1994, 1986, 1980, and June 1979, the person would be charged with DUI, 4th offense. The June 1999 arrest would not be counted because there is no conviction yet. The June 1979 conviction is more than 20 years old and would not be counted.
- E. *TCA 55-10-403* stipulates that fourth and subsequent offenses of DUI will be felonies.
- F. If a person is charged with DUI, and a child under the age of 13 was a passenger in the vehicle, the offender may also be charged with child endangerment. If the child is seriously injured or killed as a result of the DUI, the offender may be charged with aggravated child endangerment.
- G. *TCA 55-10-415* provides for charging a person under the age of 21 with underage driving while impaired for driving while the blood alcohol content is more than 0.02 percent, or while under the influence of any intoxicant, marijuana, narcotic drug, or drug producing stimulating effects on the central nervous system.

- H. *TCA 55-10-418* provides for charging a person 21 or older with adult driving while impaired if the person was operating a motor driven vehicle with a blood alcohol content above the legal limits. Charges for fourth and subsequent offenses of adult driving while impaired will be felonies.
- I. Deputies will read the implied consent law to persons arrested for DUI, offer them an opportunity to have a test conducted to determine their blood alcohol content, mark the implied consent form appropriately, and offer the person an opportunity to sign it. The Deputy will offer the person an opportunity to take a blood alcohol content test to be sent to the Tennessee Bureau of Investigation Crime Laboratory. If the person refuses to sign, the Deputy will note this information on the form.
- J. Deputies may charge persons who refuse to have a blood alcohol test conducted with violation of the implied consent law in addition to DUI.
- K. *TCA 55-10-401, 55-10-403, and 40-33-201* provide for confiscation of the vehicle being operated by a person arrested for DUI if the person has a previous arrest for DUI that occurred on or after January 1, 1997. The seizure hinges on the arrest rather than conviction, and the previous offense date rather than the previous conviction date. Vehicles may be seized whether or not the operator owns the vehicle being operated in the commission of the offense. Forfeiture warrants must be completed and signed by a judge within 5 days of the arrest date.
- L. The Traffic Unit Supervisor, with approval from the Sheriff or Chief Deputy will implement programs designed to reduce alcohol and drug related traffic offenses by placing emphasis on the enforcement of DUI laws. Countermeasure programs may include the following:
 1. Selective assignment of personnel at the times and the locations where traffic analysis has shown a significant number of violations and/or crashes involving impaired drivers has occurred.
 2. Special enforcement programs using special teams.
 3. Soliciting the assistance of the Highway Patrol for roadblock checks.
 4. Special DUI enforcement training of Patrol Deputies.
 5. Special awareness and anti-DUI education programs for the public.

3.02.07 License Violations

- A. If a driver does not have a license in his/her possession, but a computer check indicates the driver has a valid license, the Deputy may issue a verbal or written warning, unless circumstances otherwise dictate stricter action.
- B. If a driver does not have a license in his/her possession and a computer check is not possible, but the person reports having a valid license, the Deputy may issue a citation to court in accordance with *TCA 55-10-207 and TCA 40-7-118*. If a

license can be produced before or during court, the Deputy may request dismissal of the charge.

- C. If a computer check indicates a driver has no license at all, or the person admits having no license, a citation to court, or arrest, is appropriate.
- D. If a person is found to be driving with a canceled, suspended, or revoked driver's license, the Deputy may arrest the driver or issue a citation.
- E. If a driver has 2 or more driver licenses, and at least 1 of the licenses is currently revoked or suspended either in Tennessee or in a state that participates in the interstate Compact Act regarding revoked and suspended licenses, the person may be charged with driving on a revoked or suspended license by citation or arrest, even though the person has another license that is listed as valid.
- F. If a driver is found to still possess a driver's license when his/her driving privileges have been canceled, revoked, or suspended, the Deputy will seize the license and forward it to the state driver's license control agency as provided for in *TCA 55-12-127*.
- G. *TCA 55-50-504 and 40-33-201* allow confiscation of the vehicle being operated by any person under arrest for driving while their license is revoked for DUI. If someone other than the suspect owns the vehicle, the Deputy will attempt to establish facts supporting the owner's knowledge of the suspect's license status to sustain the confiscation in a legal hearing.
- H. Deputies should not allow a driver to continue driving with a license violation unless a computer check indicates that he/she has a valid license. If the person is not under arrest, other arrangements, such as buses, taxis, escorts, or walking, may be made. Persons should not be left to walk in remote areas or potentially dangerous situations.

3.02.08 Speeding

Citation is the preferred action for violation of speeding laws, unless the driver is transporting an injured or ill person to a hospital, or other exigent circumstances exist. Deputies may issue warnings in place of citations if speeding is the only violation, road conditions are good, and the amount over the speed limit is not excessive.

3.02.09 Off-Road Vehicles

- A. Deputies may become involved in vehicular pursuits off the roadway for misdemeanor offenses only if authorized by a supervisor.
- B. When investigating the use of off-road recreational vehicles on private property, Deputies will attempt to contact the property owner to determine if the driver(s)

has permission to operate on the property. If permission has not been granted, Deputies will make reasonable attempts to stop and/or identify the operator(s) for enforcement action

C. Deputies may enforce all registration, noise, and traffic laws where applicable.

3.02.10 Equipment Violations

Warnings or citations for equipment violations will be at the discretion of a Deputy. Since compliance with equipment laws is more desirable than punishment, Deputies may request dismissal of equipment violation charges upon demonstration that the equipment has been repaired or replaced.

3.02.11 Public Carrier

Commercial vehicle operators will receive the same consideration as other vehicle operators in regard to speeding and other hazardous violations. Deputies may need to request assistance from the Motor Vehicle Enforcement Agency for equipment and/or other violations by commercial operators.

3.02.12 Other Violations

- A. The type of action taken for traffic violations not specifically listed will be based upon the seriousness of the offense and the danger posed to others.
- B. A citation is the most appropriate response for hazardous violations such as failure to stop at a red light or stop sign, failure to yield, or reckless driving.
- C. For non-hazardous or “non-moving” violations that do not directly contribute to crashes, such as registration violations, Deputies may generally issue warnings or citations. Deputies may request dismissal of the charges if the violation is corrected prior to court.

3.02.13 Multiple Violations

- A. Motorists committing multiple violations may be charged with all violations detected, or only the most serious violation, unless the person is under arrest.
- B. Arrest, citation, warning, or a combination of actions for multiple offenses, will be at the discretion of the Deputy, depending on the seriousness of the offenses and probable cause requirements.
- C. When lesser violations occur that are part of the probable cause supporting an arrest, the suspect may also be charged for those lesser violations. For example, if a person stopped for speeding were found to be under the influence of alcohol or drugs, he/she may be charged with speeding and DUI.

3.02.14 New Laws

As new traffic laws are enacted by the Legislature, or new traffic enforcement policies and procedures are to be implemented, the Patrol Captain or designee will request that the Training Function develop a lesson plan(s) for use by Field Training Officers (FTO's) for roll call briefings to explain to Deputies the new laws and/or procedures. Deputies may demonstrate tolerance for newly enacted traffic laws and/or procedures, depending on the danger posed to others and the amount of publicity granted to the new law or procedure. Grace periods for new laws and/or procedures should not exceed 6 months, unless otherwise stated by law.

3.02.15 Violations Resulting in Crashes

An investigating Deputy may issue a citation to drivers for violations discovered that contributed to a crash that has resulted in personal injury or damage in excess of \$1,000.00, depending on the seriousness and type of violation. This should assist the court in determining responsibility for the crash if necessary.

3.02.16 Pedestrians and Bicycles

Patrol Deputies will be alert for violations found to contribute to bicycle and pedestrian accidents. Enforcement action may range from verbal warning to citation. Parental contact in the case of juveniles may also be appropriate.

3.02.17 Re-examination by Licensing Authorities

If a Deputy discovers a licensed driver who may not be competent or capable of safely operating a motor vehicle due to physical or mental disability, disease, or other conditions, the Deputy should request the Tennessee Department of Safety Driver Improvement Section to reexamine that driver by submitting the proper paperwork

3.03 Stopping and Approaching Vehicles

Deputies will inform the Communications Center of the vehicle registration number, descriptive information, and stop location prior to attempting to stop a vehicle.

3.03.01 General

- A. Upon attempting to stop a vehicle, Deputies will activate the flashing emergency lights. If the emergency lights alone fail to gain the attention of the driver, then the horn and/or siren may be briefly sounded to gain their attention. If the attempted stop elevates into a pursuit, or if the use of emergency lights, horn, and siren fail to cause the driver to stop, the emergency lights and siren will be used continuously until the vehicle stops or the attempt is aborted.

- B. Deputies should choose the stop location carefully, avoiding curves, crests of hills, and intersections if possible.
- C. The Deputy should position the patrol car approximately 15 feet behind the stopped vehicle and offset to the left about 3 feet toward the traffic lane, unless it would pose a danger from or to traffic. The patrol car's front wheels should be turned to the left, the engine will remain running, and the front doors will remain unlocked during the traffic stop.
- D. At night, high headlight beams, spotlights, and takedown lights should be used after movement has stopped, to illuminate the suspect vehicle's interior, and to conceal the Deputy's movements from the violator. Spotlights may also be briefly used to signal drivers to stop, pull over, or to turn on lights after dark, but should not be used to intentionally "blind" the driver of a moving vehicle.
- E. Public address systems may be used when a Deputy needs to give verbal directions to the public or suspects who may be out of voice range.
- F. For purposes of Deputy safety, Deputies may have the violator come to the patrol car rather than the Deputy approaching the suspect car.
- G. If anyone gets out of the violator's car without the Deputy directing him/her to do so, the Deputy may order him/her back inside. The Deputy will be prepared to take evasive action should a suspect continue to advance.
- H. Deputies will consider weapon readiness when approaching stopped vehicles.
- I. Deputies should press down on the trunks or tailgates of stopped vehicles to ensure that they are locked so that any suspect who may be hiding in ambush there cannot attack. This also leaves the Deputy's fingerprints and palm prints to help identify the vehicle at a later time in case there is an emergency and the suspect escapes.
- J. Deputies should have the drivers of stopped vehicles turn their engines off when the Deputy deems necessary.
- K. Deputies should exercise caution when passing or standing between the cruiser and the violator's vehicle to prevent being pinned if another motorist should strike the patrol vehicle and knock it forward.
- L. Deputies should stand as closely as possible to the side of the stopped vehicle and to the rear of the driver, as this location would make it difficult for the driver to attack the Deputy without warning.
- M. Deputies should watch the movements of the driver and all passengers and be alert for weapons.

- N. If a Deputy has the driver to exit the vehicle, they should move to the sidewalk or roadside away from traffic whenever possible.
- O. When returning to the cruiser, a Deputy should remain observant of the actions of the occupants and remain aware of other traffic.

3.03.02 Relations With Traffic Violators

- A. Deputies will take appropriate enforcement action while attempting to minimize potential conflict or misunderstanding.
- B. Deputies will present a professional image in dress, grooming, language, and bearing, and will avoid offensive personal habits such as chewing gum and the use of tobacco products during the stop.
- C. Deputies will explain the reason for the traffic stop upon approaching the driver. Deputies will be courteous, but firm and professional.
- D. Deputies will not accept billfolds, wallets, or purses, when making a traffic stop, but will ask the driver to remove the driver's license and any other pertinent documents needed by the Deputy. This helps to protect the Deputy from accusations of theft.
- E. The Deputy will explain to the driver exactly what he/she is required to do in response to any law enforcement action taken.
- F. The Deputy may have the vehicle operator checked through the TIES computer system for license validity, driving record, and wants or warrants, if considered necessary.
- G. If a citation is to be issued, the Deputy should complete the citation in a safe manner that permits observation of the vehicle and occupants while writing.
- H. When returning to the stopped vehicle to issue a citation and/or return the driver's license, the Deputy will observe again for changes within the vehicle.
- I. Deputies should allow the stopped vehicle to re-enter traffic first, providing any needed assistance to do so.

3.04 Felony and/or High Risk Stops

3.04.01 General

- A. If possible, at least 2 patrol units should be assigned to affect a high-risk traffic stop, such as of a vehicle that contains a suspect wanted on felony charges. A patrol supervisor will respond to high risk/felony stops, if possible.
- B. Deputies will take appropriate positions behind cover with weapons at the ready. One Deputy will give all commands to the occupants of the suspect vehicle to avoid confusion.
- C. The driver of a suspect vehicle will be ordered to turn off their engine and drop their keys out of the window. The occupants of the stopped vehicle will be ordered to exit the vehicle one at a time. Generally, the driver will be the first occupant ordered from the vehicle, then the passenger in the front seat, then passengers in the rear seat.
- D. As each occupant is ordered from the vehicle, he/she will be ordered to raise his/her arms and turn around slowly to enable Deputies to visually look for weapons. Deputies may have their suspects walk backward to them to be handcuffed or to lie prone with arms out to the side and palms turned upward while a Deputy approaches the suspect to apply handcuffs, whichever seems to preserve Deputy safety best for the situation. If neither of these techniques is appropriate for the situation, Deputies will use the safest procedures possible when approaching the suspects.
- E. When the vehicle appears to be empty, a Deputy or K-9 unit will approach the vehicle and check for hidden suspects while other Deputies remain behind cover with weapons at the ready.

3.05 Speed Measuring Devices

Radar units used by the Sheriff's Office will be approved by the FCC, function on the Doppler Principle, and operate on the K-band (24.15 gigahertz) or X or KA band (10.525gigahertz).

- A. Deputies will successfully complete a basic operator program and receive certification prior to using radar in traffic enforcement. Training should be equivalent to those standards set forth by the National Highway Traffic Safety Administration. The Training Function will maintain all records of each Deputy's training and certification with radar.
- B. At the beginning and end of each shift, Deputies will test radar units for accuracy with a tuning fork, and conduct any electronic self-test features applicable to the units.

- C. The operator will choose a location appropriate for the effective and safe operation of radar where visual observations can support the radar unit's measurements.
- D. The Equipment Custodian will ensure that all radar units are tested every three years, including tuning fork tests for accuracy, electronic self-test checks, examination of wires, connectors, and housing parts, and general cleanliness. Other tests and maintenance recommended by the National Highway Traffic Safety Administration will be performed as much as possible and practical.
- E. Defective radar units will be forwarded to the Equipment Custodian with a repair order that states the problem with the unit, and will forward the unit to the appropriate shop for repairs.
- F. The Equipment Custodian will maintain records of all repairs, maintenance, and calibrations of radar units.

3.06 Parking Enforcement

The Sheriff's Office receives its authority to regulate parking from *TCA 55-8-158 through 55-8-162*. Observed parking violations that create a traffic hazard will be addressed, and citations issued when appropriate.

3.06.01 General

- A. In keeping with the Sheriff's Office objective of being a service organization, and time permitting, Deputies should attempt to contact owners of vehicles that are in violation in order to gain compliance rather than issuing citations. Deputies will exercise discretion and good judgment when enforcing parking laws, and will take into account unusual situations that may have prevented the driver from parking in a designated position.
- B. Vehicles may be towed for parking violations only as established in *TCA 55-8-159*. If it is necessary to have a vehicle towed and the owner is not present, the Deputy requesting the wrecker will notify the registered owner of the vehicle as soon as possible. Situations requiring the tow of an illegally parked vehicle will include, but not be limited to, the following:
 - 1. Vehicles blocking emergency response vehicles.
 - 2. Any vehicle illegally parked and creating a hazard of any type.

3.07 Traffic Crash Investigations

TCA 55-10-106 requires the drivers of vehicles involved in traffic crashes that result in death, injury, or property damage of \$50.00 or more, to immediately notify the law enforcement agency having jurisdiction. Law enforcement jurisdiction applies to crashes occurring upon highways and the premises of any shopping center, trailer park, apartment housing complex, or any other premises that are generally frequented by the public at large. In accordance with *TCA 55-10-108*, the Sheriff's Office will respond to and investigate all traffic crashes discovered in Blount County, including those that take place on private property, that are not being investigated by another agency having overlapping jurisdiction.

3.07.01 General (Revised 03/27/08)

- A. In accordance with *TCA 55-10-101 through 111*, all serious traffic crashes involving death and/or serious injury, and those minor traffic crashes with injuries or property damage over \$400.00, will be reported using the Tennessee Uniform Traffic Crash Report TDS-SR-1 system. All related forms will be completed in accordance with the Tennessee Uniform Traffic Crash Report Deputy's Manual, published by the Tennessee Department of Safety.
- B. Basic equipment and supplies necessary for the investigation and stabilization of minor traffic crash scenes will be carried in each patrol vehicle.
- C. Deputies will respond as soon as possible to all crashes, unless there is inclement weather, an emergency, or disaster. Deputies may respond to traffic accidents as emergencies only if there is an immediate danger to life or serious traffic congestion exists.
- D. A Deputy initially dispatched to a crash will be in charge of the scene and the investigation unless properly relieved of that responsibility by a supervisor or an Accident Reconstructionist. If an Accident Reconstructionist is called to a scene, he/she will command the scene and investigation. The Deputy in command of a scene will ensure that the following tasks are accomplished:
 - 1. Providing for the safety of Deputies and all other persons present
 - 2. Protecting the crash scene.
 - 3. Preserving evidence.
 - 4. Establishing a safe traffic pattern around the scene.
 - 5. Locating witnesses and recording crash information.
 - 6. Expediting the removal from the roadway of vehicles, persons, and debris.
- E. Deputies will establish traffic control and restore the flow of traffic as soon as possible to avoid unnecessary congestion and increased risk to motorists and those at the scene.
- F. A case file must be established for serious crashes, containing written statements, photographs, supplemental reports, lab reports, and other documentation.

- G. In traffic crashes involving death or potentially fatal injuries, the responding patrol Deputy will request that a supervisor and an Accident Reconstructionist come to the scene.
- H. With crashes involving a hit and run, responding Deputies and other officers in the general area will remain alert for the possible perpetrator. The investigating Deputy will include a description of the offending vehicle and probable damage to it in the crash report.
- I. If a driver is suspected of being under the influence of an intoxicant, test results for blood alcohol/drug content, if available, will be included in the crash report or submitted at a later date as a supplement to the original accident report.
- J. Deputies arriving at the scene of a traffic crash will attempt to determine if anyone is injured and will request emergency medical units as appropriate. Deputies will provide first aid appropriate to their training until the arrival of medical units.
- K. If there is a disturbance at the scene of a traffic crash, the responding Deputy will separate the individuals involved, and take all steps necessary to restore order.
- L. Employees who become involved in crashes with county owned vehicles must immediately notify the Blount County 911 Communications Center. The patrol supervisor will respond to the scene. The Sheriff's Office Traffic Unit will be called to investigate those crashes involving serious injuries, possible criminal charges, or those accidents that involve fatalities or potential fatalities. Minor crashes should be investigated by deputies on the shift as determined by the shift supervisor. Other law enforcement agencies may be requested to assist in the investigation at the supervisor's discretion.

Those crashes occurring outside the jurisdiction of the Blount County Sheriff Office will be investigated by the law enforcement agency having jurisdiction in that region. The employee must immediately notify the Blount County 911 Communication Center and their immediate supervisor for notification of the crash.

- M. Deputies at the scene of a crash will ensure that property, especially firearms, large sums of money, and other valuable items belonging to crash victims are inventoried, is protected from theft or pilferage, and is removed to a place of safekeeping if the owner is unable to care for it.
- N. Deputies assigned to investigate crashes will initiate follow-up investigations if necessary, including but not limited to, the following:
 - 1. Collecting off-scene data.

2. Obtaining and recording formal statements from victim, witnesses, and suspects.
3. Arranging for reconstruction, if needed.
4. Preparing formal reports to substantiate any criminal charges.

3.08 Disasters and Inclement Weather (Revised November 2, 2015)

During times of inclement weather or disaster situations when there are a large number of crashes that overwhelm available resources, the Patrol Captain or designee may approve the following:

- Response to crashes may be prioritized with Deputies responding to the most serious crashes first.
- If there are no available units, the Communication Center may inform complainants involved in minor crashes to exchange information and report the crash to proper law enforcement authorities later.
- In these situations, Deputies and the Communications Center will explain to drivers the reasons why response cannot be immediately done.
- The use of these alternatives to simply avoid investigating crashes is strictly prohibited.

3.08.01 Fires and Hazardous Materials

- A. Deputies arriving at the scene of a building, traffic crash, or other area where a fire exists, or there is a potential fire hazard such as spilled gasoline, chemicals, or sparking power lines, will request the dispatcher to request the appropriate fire department. In addition, the following steps will be taken:
 1. Any injured victims will be carefully removed to a location of safety and provided first aid.
 2. The area will be evacuated if necessary.
 3. Deputies will attempt to control the fire, when practical, until the arrival of a fire department.
 4. Traffic control will be established.
- B. Hazardous materials may be defined as any substance that is flammable, corrosive, explosive, toxic, radioactive, an oxidizer, highly reactive or are a health hazard. Deputies arriving at the scene of a traffic crash involving hazardous materials will immediately request the dispatcher to notify the closest fire department and ensure that a hazardous materials check is made.

- C. A copy of the U.S. Department of Transportation Emergency Response Guidebook will be placed in each patrol unit or on each Mobile Data Terminal (MDT). Upon encountering hazardous material situations, Deputies will follow directives set forth in the Emergency Response Guidebook.
- D. Deputies responding to scenes that are suspected of involving hazardous materials will stop and observe the scene before approaching it. Deputies will not go near any suspected hazardous material until the substance and proper safety precautions have been identified.
- E. Deputies will remain upwind of any hazardous materials, if possible, and remain watchful for signs of spills, leaks, unusual odors, vapor clouds, smoke, or victims.
- F. Deputies will attempt to identify the material in question, comparing the color and markings of any placards on the vehicle with the listings in the Emergency Response Guidebook, and will pass all information possible to the Communications Center for relay to responding agencies and units.
- G. When reporting names of chemicals or materials, Deputies will use the whole name, spelling if necessary.
- H. Deputies will avoid contact with unknown and hazardous materials, and will contact appropriately trained personnel for clean up.
- I. Deputies will establish a perimeter and assist the Hazardous Materials Team, or other competent authority, as necessary.
- J. If necessary, the responsibilities of Deputies at the scene of a hazardous materials incident will be as follows:
 - 1. Crash investigation.
 - 2. Traffic and crowd control.
 - 3. Site security.
 - 4. Evacuation.

3.08.02 Hazardous Materials Emergency Response Plan (November 2, 2015)

1. General

A hazardous material is any element, compound or combination thereof that is flammable, corrosive, detonable, toxic, radioactive, an oxidizer, an etiological agent, or highly reactive and that, because of handling, storing, processing, and packaging may have detrimental effects upon operating and emergency personnel, the public, equipment and/or the environment.

Radioactive materials are in current use in hospitals, research laboratories and numerous industrial and military applications, and are transported throughout the state by truck, rail, air and waterborne transportation. In addition, numerous hazardous materials are transported throughout the state every day. While many of these are in common use, accidents or spills present a serious threat to the health and safety of the general public, especially the deputy who happens to be first on the scene.

Many accidents and other emergencies involve more than one agency and require a cooperative emergency response. It is of extreme importance for all deputies to be aware of what actions they should take during hazardous material emergencies. Because of the potential hazard which might exist or may develop through an incident of an overturned vehicle transporting hazardous materials, a cautious approach should be made in responding to any investigation of such incidents. Deputies approaching any container involved in a hazardous material spill should take the following actions:

- A. Any evidence of leaking liquid or vapor should be sufficient to alarm deputies of potential danger and to seal off the area until positive identification can be made by the Blount County Fire Department, who should be immediately notified.
- B. Identification of hazardous material may be accomplished via:
 1. Placards: Placards are supposed to be displayed at the front, rear, and on both sides of all vehicles hauling hazardous materials, however, experience has indicated that placards are sometimes either not displayed or the wrong placard may be displayed. Placards are made of paper. If a vehicle is on fire, placards may have burned before the deputy arrived. This description does not list all hazards or recommendations for handling. Refer to the Emergency Response Guide Manual (HazMat book) located in all deputy vehicles.
 2. Driver: When an incident involves a truck or train, the driver or engineer may be able to supply information about the load transported. However, the driver is not required to know a great deal about cargo or emergency measures for handling it except for explosives. In case of explosives, the driver is required to have in possession and be familiar with documents containing instructions on procedures to be followed in the event of accident or delay.
 3. Shipping papers:
 - a. When the hazardous material is being transported by truck, the driver is required to have in their possession a copy of the shipping papers which show the name of the materials, its classification, and quantity. By using these papers and

the Emergency Response Guidebook, the deputy can identify the hazards associated with material and ways of handling it.

- b. Chem-cards: To supplement the placard system, many shippers of chemicals provide drivers with Chem-cards which provide emergency information. Although Chem-cards are subject only to voluntary use, the deputy should ask the driver for the Chem-card.
4. Approach the incident scene up wind if possible. If you suspect radiological materials are involved, do not approach. Await Fire Department personnel or HAZMAT team personnel who have special monitoring equipment.
5. Request dispatch to contact the Blount County Fire Department. Upon their arrival, and confirmation of a hazardous material incident, they will assume authority and responsibility for initiation of emergency procedures and the Sheriff's Office will provide assistance as directed by the Fire Chief.
6. The Shift Supervisor should respond and ensure appropriate notifications are made in accordance with Policy.
7. The Sheriff shall be advised of the situation and kept advised of any changes so that the Blount County Emergency Operations Plan may be implemented if necessary without delay.
8. Normal incident investigation procedures will be suspended until such time as appropriate clearance has been received, at which time the incident will be investigated and reported.

2. Evacuation

When the possibility of an evacuation of all residents/inhabitants of part or the entire county exists, the following should be considered:

- A. Manpower requirements
- B. Method of notifying the persons to be evacuated (i.e., reverse 911 system, door to door, PA system, use of local radio stations, etc.)
- C. The size of area and number of people living in the area to be evacuated.
- D. The use of mass transportation to move evacuees.

- E. Housing of evacuated persons, where possible, in local/county schools, and churches.
- F. The security of evacuated areas to prevent looting, premature return.

3. Key Contact Agency Information Requirements

Key contact agencies and persons are available for evaluation and assistance in the handling of hazardous material incidents, evacuation, etc. They must have information about the incident in order to assist. Every effort must be made to obtain the following information before contacting these agencies:

- A. Location of the incident..
- B. Hazardous materials involved and shipper, if known.
- C. The color and number on any labels on carrier or cargo.
- D. Type of environment (residential, rural, business. etc.).
- E. The Size of container and amount of product leaking.
- F. If an aircraft, tail ID number.

4. Key Agencies

Depending on hazardous materials involved, one or more of the following agencies will be contacted:

- A. Blount County Emergency Management Agency (BCEMA) – (865) 273-5835
- B. Tennessee Emergency Management Agency: for assistance with pesticides, radioactive materials, etiological (disease causing) agents, oil or other polluting substances in water, and hazardous chemicals: (800) 262-3300 (24-hour line) (800) 533-7343 (Local office, open during business hours only)
- C. Chemical Transportation Emergency Center (CHEMTREC): for assistance with chemicals and pesticides: (800) 424-9300 (24-hour line)
- D. Heavy Equipment and Other Material: Blount County Highway Department
- E. Public Works Department.

- F. Housing: Blount County public schools, local churches, on a limited basis, the Justice Center as well as individual fire stations.
- G. HazMat Teams: Specially equipped HazMat teams are located throughout the state and are trained to deal with hazardous materials. The Blount County Fire Department has received training in hazardous materials, is HazMat certified and their presence can be requested through dispatch.

5. After-Action Reports

The Incident Commander will debrief deputies and prepare after-action reports concerning all law enforcement activity during a disaster incident as well as any recommendations concerning procedures for future problems. A completed after-action report will be provided to the Sheriff by the appropriate deputy chief. After-action reports will include any budgetary impact, commitments, obligations, etc.

3.08.03

Hazard Communication Program (November 2, 2015)



Blount County Sheriff's Office Tennessee



Hazard Communication Program

Blount County Tennessee
Approved Date: October 20, 2015
Effective Date: November 2, 2015

Hazard Communication Program

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Appendix A

Hazard Communication Standard, 29 CFR 1910.1200

Tennessee Hazardous Chemical Right to Know Law

Appendix B

Safety Data Sheets (SDS) and/or Material Safety Data Sheets (MSDS)

Foreword

The Blount County Sheriff's Office is committed to providing and maintaining a safe work place at all times and in the future.

In an effort to maintain and provide a safe workplace, the Blount County Sheriff's Office has developed the foregoing Hazard Communication Program, in accordance with the OSHA Hazard Communication standard 29 CFR 1910.1200 and the Tennessee Hazardous Chemical Right-to-Know Law, to ensure that information about the dangers of all hazardous chemicals used by and within the Agency are known to all affected employees.

For the safety and protection of all employees, employees shall be informed of the contents of the OSHA Hazard Communication standard, the Tennessee Right-to-Know Law, and safe handling procedures and hazardous properties of any chemicals used within the course and scope of employment.

The foregoing Hazard Communication Program shall apply to all employees and work operations of the Blount County Sheriff's Office in which there is the potential for exposure to hazardous chemicals under normal working conditions and/or in emergency situations.

I Definitions (as defined by the OSHA Communication standard, 29 CFR 1910.1200 and the Tennessee Right to Know Law)

Chemical means any substance or mixture of substances.

Chemical Name means a name that will clearly identify the chemical for purposes of conducting a hazard classification.

Classification means to identify the relevant data regarding the hazards of a chemical; review those data to ascertain the hazards associated with the chemical; and decide whether the chemical will be classified as hazardous according to the definition of hazardous chemical in accordance with the OSHA Communication standard. In addition, classification for health and physical hazards includes the determination of the degree of hazard, where appropriate, by comparing the data with the criteria for health and physical hazards.

Common Name means any designation or identification such as code name, code number, trade name, brand name or generic name used to identify a chemical other than by its chemical name.

Container means any bag, barrel, box, can, cylinder, drum, reaction vessel, storage tank, or the like that contains a hazardous chemical.

Employee means a worker who may be exposed to hazardous chemicals under normal operating conditions or in foreseeable emergencies. (Does not include workers such as office workers who encounter hazardous chemicals only in non-routine, isolated instances.)

Exposure or Exposed means that an employee is subjected in the course of employment to a chemical that is a physical or health hazard, and includes potential exposure. "Subjected" in terms of health hazards includes any route of entry (e.g. inhalation, ingestion, skin contact or absorption).

Hazard Category means the division of criteria within each hazard class. These compare hazard severity within a hazard class and should not be taken as a comparison of hazard categories more generally.

Hazard Class means the nature of the physical or health hazards, e.g. flammable solid, carcinogen, oral acute toxicity.

Hazard Not Otherwise Classified (HNOC) means an adverse physical or health effect identified through evaluation of specific evidence during the classification process that does not meet the specified criteria for the physical and health hazard classes addressed by the OSHA Communication standard.

Hazard Statement means a statement assigned to a hazard class and category that describes the nature of the hazard(s) of a chemical, including, where appropriate, the degree of hazard.

Hazardous Chemical means any chemical which is classified as a physical hazard or a health hazard, a simple asphyxiant, combustible dust, pyrophoric gas, or hazard not otherwise classified.

HCRTKL means the Tennessee Hazard Communication Right to Know Law.

Health Hazard means a chemical which is classified as posing one of the following hazardous effects: acute toxicity; skin corrosion or irritation; serious eye damage or eye irritation; respiratory or skin sensitization; germ cell mutagenicity, carcinogenicity; reproductive toxicity; specific target organ toxicity; or aspiration hazard.

Immediate Use means that the hazardous chemical will be under the control of and used only by the person who transfers it from a labeled container and only within the work shift in which it is transferred.

Label means an appropriate group of written, printed or graphic information elements concerning a hazardous chemical that is affixed to, printed on, or attached to the immediate container of a hazardous chemical, or to the outside package.

Mixture means a combination or a solution composed of two or more substances in which they do not react.

MSDS means material safety data sheets, now known as safety data sheets (SDS). OSHA standard means the OSHA Hazard Communications standard, 29 CFR 1910.1200.

Physical Hazard means a chemical that is classified as posing one of the following hazardous effects: explosive; flammable; oxidizer; self-reactive; pyrophoric; self-heating; organic peroxide; corrosive to metal; gas under pressure; or in contact with water emits flammable gas.

Pictogram means a composition that may include a symbol plus other graphic elements, such as a border, background pattern, or color, that is to convey specific information about the hazards of a chemical. Eight pictograms are designed under the OSHA Communication standard for application to a hazard category.

Precautionary Statement means a phrase that describes recommended measures that should be taken to minimize or prevent adverse effects resulting from exposure to a hazardous chemical or improper storage or handling.

Product Identifier means the name or number used for a hazardous chemical on a label or in the SDS. It provides a unique means by which the user can identify the chemical.

SDS means safety data sheets — written or printed material concerning a hazardous chemical that is prepared in accordance with the OSHA Communication standard.

Signal Word means a word used to indicate the relative level of severity of hazard and alert the reader to a potential hazard on the label. The signals word "Danger" is used for more severe hazards, while "warning" is used for less severe.

Simple Asphyxiant means a substance or mixture that displaces oxygen in the ambient atmosphere and can thus cause oxygen deprivation in those who are exposed.

Specific Chemical Identity means the chemical name, Chemical Abstracts Service (CAS) Registry Number, or any other information that reveals the precise chemical designation of the substance.

Use means to package, handle, react, emit, extract, generate as a byproduct, or transfer.

Workplace means an establishment, job site, or project, at one geographical location containing one or more work areas.

Workplace Chemical List (WCL) means the list of hazardous chemicals developed pursuant to the Tennessee Right to Know Law.

II Program Administration

The Chief Deputy, under authority and direction of the Sheriff, shall be the program coordinator with overall responsibility for the program including implementation, reviewing, and updating this plan as necessary and at least annually.

A copy of the foregoing shall be available for review by all employees, at any time in the Patrol Roll Call room, Criminal Investigations, Garage, and the Corrections Roll Call area of the Blount County Sheriff's Office. A copy of the foregoing shall also be available to all persons authorized by law.

III Labels and Other Forms of Warning

- A.** The type of labeling system used by the Blount County Sheriff's Office is manufacturing labeling. The Equipment Custodian, at the Chief Deputy's direction shall, whenever necessary and at least annually, review the labeling system making any necessary changes or updates.
- B.** The Equipment Custodian shall verify that all incoming hazardous chemicals are clearly labeled as to its contents with the appropriate hazard warning and the manufacture's name and address.
- C.** Employees shall limit the use of secondary containers and it shall be the agency's preference that secondary containers be further limited to "immediate use" as

defined under this program. When necessary and not for "immediate use," all secondary containers shall be labeled with either an extra copy of the original manufacturer's label or product identifier and words, pictures, symbols or combination thereof, which provide at least general information regarding the hazards of the chemicals, and which, in conjunction with the other information immediately available to employees under the foregoing program, will provide employees with the specific information regarding the physical and health hazard of the hazardous chemical. (For help with secondary containers please see the OSHA standard located at the end of this program and the Equipment Custodian.)

- D.** Labels shall be revised immediately, not to exceed six months, upon becoming aware of any new and significant information regarding the hazards of a chemical. It shall also be ensured that labels on containers of hazardous chemicals shipped after that time contain the new information. However, if the chemical is no longer being produced or imported, the information shall be added to the chemical before it is introduced into the workplace again.
- E.** No employee shall be required to work with a hazardous chemical from an unlabeled container except in accordance with 29 CFR 1910.1200(f).
- F.** Each employee shall be responsible for immediately reporting unlabeled containers to the Equipment Custodian and no employee shall remove or deface existing labels.
- G.** If existing labels become faded or defaced to the extent that the information required is no longer legible, the label shall be replaced.

IV Safety Data Sheets (SDS) formerly Material Safety Data Sheets (MSDS)

- A.** The Equipment Custodian, under the direction of the Chief Deputy, shall be responsible for ensuring that procedures are in place to ensure that SDS sheets are maintained, obtained timely, and new incoming SDS sheets are reviewed for new or significant health and safety information according to the requirements of 29 CFR 1910.1200(g).
- B.** The Equipment Custodian shall be responsible for ensuring that any information regarding new chemicals, and any new information in regards to hazardous chemicals currently used, is communicated in a timely and efficient manner to all affected employees.
- C.** Before the use of all new chemicals, SDS sheets shall be obtained and made available prior to use. If an SDS sheet has not been provided at the time the chemical is received, the agency shall request one in writing from the chemical manufacturer or distributor within five (5) business days. Records of such requests shall be maintained for a period of three (3) years following the year in which the request was made. It shall also be the Department's policy to refrain from the use

of such chemicals until which time the SDS sheet has been obtained. (For further instruction regarding this paragraph, please see the HCRTKL (Hazardous Chemical Right to Know Law) attached at the end of this program)

- D.** SDS sheets for all hazardous chemicals to which employees may be exposed, or potentially exposed, shall be in the form of paper copies and readily available to all employees during all work shifts for review in the Roll Call room. (If an SDS sheet is not available, please contact the Equipment Custodian immediately.)
- E.** When revised and/or updated SDS sheets are received, the Equipment Custodian shall post the revised/updated SDS sheets on the bulletin board of the Roll Call room where it will remain for a period of two weeks. This will ensure that all employees are given ample opportunity to be aware of any changes. After this two week period, the revised/updated SDS sheets will be placed in the SDS Sheet Manual.
- F.** Copies of SDS sheets shall be provided within three (3) days upon the receipt of a written request of an employee or representative of. If unavailable please see the HCRTK (Hazardous Chemical Right to Know) Law attached.

V. Employee Information and Training

- 1.** All employees who work with, or who are potentially exposed to, hazardous chemicals shall receive initial training on the hazard communication standard, Tennessee Right-to-Know Law, and this program prior to assignment. Additionally, the HCRTK (Hazardous Chemical Right to Know) Law requires annual refresher training.
- 2.** Required information shall be obtained from sources which include those listed in Appendices B and C of the OSHA standard.
- 3.** Each new employee shall attend a health and safety orientation that includes the following information:
 - A.** An overview of the OSHA Hazard Communication standard.
 - B.** The hazardous chemicals present within the Sheriff's Office.
 - C.** The physical and health risks of the hazardous chemicals.
 - D.** Symptoms of overexposure.
 - E.** How to determine the presence or release of hazardous chemicals in the work area.
 - F.** General safety instructions for the handling, clean-up, and disposal of hazardous chemicals.

G. How to reduce or prevent exposure to hazardous chemicals through the use of control procedures, work practices, and personal protective equipment.

H. Steps taken by the Sheriff's Office to reduce or prevent exposure to hazardous chemicals.

I. Procedures to follow if overexposure occurs.

J. An explanation of the labeling system used by the Sheriff's Office.

K. How to read labels and SDS sheets to obtain hazard information.

L. The location of the SDS sheets, hazardous chemical list, and the Written Hazard Communication Program.

4. Prior to the use of any new hazardous chemicals or when new information is found about the hazards of a chemical, affected employees shall receive information and training as outlined above for the new chemical hazard.

5. Maryville Fire Department and Blount County Fire Department personnel shall be utilized in training employees.

6. Employees shall be trained to be able to verbally recall fundamental health and physical hazards associated with the specific chemicals to which they are exposed.

7. Trainings shall utilize such aids and methods as may be available such as handouts and/or PowerPoint presentations.

8. Records of training shall be maintained and made available upon request and contain:

A. Identification of the employee to whom training was given.

B. The date(s) of training.

C. A brief description of the training given.

VI. Methods Used to Inform Employees of the Hazards of Non-Routine Tasks

Employees involved in non-routine tasks shall be informed of any known hazards and trained at specific sessions to ensure awareness of required information.

VII. Multi-Employer Activity

A. The Equipment Custodian shall ensure that other employers who have employees in our facility who may be exposed to hazardous chemicals shall be provided access to the Department's Hazard Communication Program and shown the SDS sheets for the chemicals to which they may be exposed, and notified of the Sheriff's Office labeling system. They shall also be informed of any precautionary measures, such as signs and procedures, necessary to protect themselves during normal operating conditions or in the event of foreseeable emergencies.

B. Furthermore, any of the Sheriff's Office employees that work in any other employer worksite must be afforded the same requirements as in the preceding paragraph before beginning work.

C. If there are any questions regarding either paragraph in this section, please contact the Equipment Custodian.

VIII. Workplace Chemical List (WCL)

A. A list of all known hazardous chemicals used by the Department is attached to and at the end of this program in accordance with the HCRTKL. If any employee becomes aware of a chemical not listed on this list, please notify the Equipment Custodian immediately.

B. When new chemicals are received, the list shall be updated by the Equipment Custodian within 30 days

C. The workplace chemical list shall be compiled and maintained by the Equipment Custodian and reviewed annually.

IX. Prohibition of Discharge of Discrimination

A. No employee shall be discharged, caused to be discharged, or otherwise disciplined, or in any manner discriminated against for taking or performing one or more of the actions or exercised rights, explicit or implicit, set forth in T.C.A §50-3-2001 through 50-3-2019, either on such employee's own behalf or on the behalf of others.

B. Any employee who believes he or she has been discharged or discriminated against contrary to the above provision, within thirty (30) days following discharge or discriminatory action, may file a complaint with the Commissioner alleging such.

X. Recordkeeping and Reporting

A. SDS sheets concerning the identity of a hazardous chemical shall be retained as long as the Sheriff's Office uses or stores the chemical. As long as some record

of the identity of the hazardous chemical, where it was used, and when it was used, is retained for at least thirty (30) years, an SDS sheet need not be retained after termination of its use or storage. If no other record is maintained, the SDS sheet shall be retained for thirty (30) years.

B. Training records shall be maintained for the period an employee is employed plus five (5) years.

C. Employers shall maintain copies of the WCL (Workplace Chemical List) for thirty (30) years following the effective period of the WCL.

Blount County Sheriff's Office is committed to maintaining and providing a safe work place at all times and in the future, and recognizes the need to review and update this Hazard Communication Program as may become necessary and at least annually. The Sheriff's Office also encourages and requests all employees to be participative in assisting the agency in maintaining a safe work environment and to notify the Chief Deputy of any suggestions for improving workplace safety or this program. It is also requested that employees report any work practices not in accordance with this program.

3.09 Traffic Control

Deputies will take action to correct the following hazardous conditions:

- Debris in the roadway.
- Defects in the roadway.
- Improper, obstructed, down or damaged traffic control devices and signs.
- Defective roadway lighting.
- Vehicles abandoned, disabled, or parked in a hazardous manner.

3.09.01 General

- A. Uniformed Deputies will perform manual traffic direction and control, especially when law enforcement authority is necessary to ensure safe and efficient movement of vehicles and pedestrians.
- B. Civilian volunteers may be appropriate for controlling traffic at special events or other unusual circumstances if properly trained and physically capable.
- C. Personnel will receive training in traffic direction techniques prior to being assigned to traffic direction duty.

D. All personnel assigned to direct traffic should use uniform signals and gestures to enhance driver and pedestrian recognition and response to their directions. Methods of manual direction of traffic are as follows:

1. When a Deputy is directing traffic, it is necessary that the people using the highway know they are there for that purpose, and that the Deputy knows and uses standardized, appropriate gestures and audible signals to stop, start, and turn traffic. To indicate that a Deputy is present for the purpose of directing traffic, he or she should:
 - a. Turn a signal light (*if there is one*) to flashing.
 - b. Positioning themselves so they can be seen clearly by all, usually in the center of an intersection or street.
 - c. Stand straight with weight equally distributed on both feet.
 - d. Allow hands and arms to hang easily at their sides except when gesturing.
 - e. Stand facing or with their back to the traffic that they have stopped, and stand with their sides to the traffic they have directed to move.
2. How to stop oncoming traffic:
 - a. To stop traffic, a Deputy should first extend their arm and index finger toward and look directly at the person to be stopped until that person is aware, or it can be reasonably assumed that they are aware, of the Deputy's gesture.
 - b. The pointing hand is raised at the wrist so that its palm is toward the person to be stopped, and the palm is held in this position until the person is observed to stop. To stop traffic from both directions on a two-way street, the procedure is then repeated for traffic coming from the other direction while continuing to maintain the raised arm and palm toward the traffic previously stopped.
3. How to start traffic:
 - a. A Deputy should first stand with shoulder and side toward the traffic to be started, extend their arm and index finger toward and look directly at the person to be started until that person is aware, or it can be reasonably assumed that they are aware of the Deputy's gesture.
 - b. With the palm up, the pointing arm is swung from the elbow only, through a vertical semi-circle until the hand is adjacent to the chin. If necessary, this gesture is repeated until traffic begins to move. To start traffic from both directions on a two-way street, the procedure is then repeated for traffic coming from the other direction.
4. When directing a right turn becomes necessary, a Deputy should proceed as follows:

- a. If a driver is approaching from a Deputy's right side, their extended right arm and index finger and gaze are first directed toward the driver, followed by swinging the extended arm and index finger in the direction of the driver's intended turn.
 - b. If a driver is approaching from the Deputy's left side, either the same procedure may be followed using the left arm extended or the extended left forearm may be raised to a vertical position from the elbow while closing the fingers so that the remaining extended thumb points in the direction of the driver's intended turn.

- 5. When directing a left turn becomes necessary, a Deputy should proceed as follows:
 - a. Left turning drivers should not be directed to effect their movement while the Deputy is also directing oncoming traffic to proceed. Therefore, a Deputy should either direct opposing vehicles to start while avoiding left turn gestures directed at turning drivers, which will lead them to complete their turn only when there is a gap in the oncoming traffic, or to stop or hold oncoming drivers, after which the left turning driver can be directed into their turn. A Deputy's right side and arm should be toward the oncoming traffic, and the left side and arm should be toward the left turning driver. After stopping oncoming traffic by using the right arm and hand, the right hand should remain in the halt position, then the extended left arm and index finger and Deputy's gaze is directed toward the driver who intends to effect a left turn.
 - b. When the left turning driver's attention has been gained, the extended left arm and index finger are swung to point in the direction the driver intends to go. Street width permitting, in order to clear the lane occupied by a driver who intends to make a left turn, but cannot because of oncoming traffic, the driver can be directed into the intersection and stopped adjacent to the Deputy's position until the left turn can be safely completed. The driver should be directed into the intersection by pointing toward them with the extended arm and index finger, which is then swung to point at the position at which the officer wishes the driver to stop and wait for clearing traffic. In the alternative, the driver may be directed to move with one arm and hand gesture while the other arm and hand are utilized to point to the position at which the driver is to stop. After the driver is positioned within the intersection, a Deputy may either halt oncoming traffic and direct the completion of the turn, or permit a driver to effect the turn during a natural break in the oncoming traffic.

- E. Personnel are required to wear high visibility reflective vests, raincoats, or other appropriate clothing when performing manual traffic direction duties.

- F. During the hours of darkness or inclement weather, Deputies are required to use flashlights and traffic wands as an aid in traffic direction and control.

- G. During periods of adverse road or weather conditions, Deputies will use manual traffic control techniques, flashing blue lights, or temporary control devices such as safety cones and/or signs to provide for traffic safety in hazardous locations. Deputies may contact the Blount County Highway Department, or other appropriate agency, for traffic control devices, signs, or barriers as needed.
- H. Deputies may use traffic safety cones, or other temporary control devices in conjunction with manual traffic control to increase safety, or alone if they will alleviate the problem.
- I. If another agency places temporary traffic control devices during an emergency or special condition, and no personnel from that agency are available when the condition ends, Deputies may move the temporary devices to the sides of the road for later pick-up.
- J. A supervisor in charge of placing traffic control devices for special events or emergency situations, will also be responsible for coordinating and requesting the Highway Department to place and remove traffic control devices.
- K. If there is major traffic congestion or other abnormal traffic conditions, a Deputy will attempt to station a patrol unit at an appropriate location with flashing blue lights operating to warn approaching motorists.
- L. Deputies will perform traffic control duties for short periods if regular traffic control devices are inoperative or ineffective. Long-term traffic control measures due to emergencies, special events, or any other problems, will be coordinated with the Blount County Highway Department and/or Tennessee Department of Transportation.
- M. When establishing or terminating traffic control duties, consideration will be given to such variables as:
 - 1. Traffic volume and speed.
 - 2. Number of pedestrians present.
 - 3. Presence or absence of operative traffic control devices.
 - 4. Availability of parking.
- N. Unless emergency circumstances exist, assuming manual control of an automatic signal may be coordinated with the Blount County Highway Department. Patrol supervisors may assign Deputies to manually operate traffic signals for circumstances including, but not limited to, the following:
 - 1. School zones.
 - 2. Malfunctioning traffic lights.
 - 3. Crash scenes.
 - 4. Hazardous or emergency situations.
 - 5. VIP motorcades.

- 6. Funeral escorts.
- 7. Congested traffic.

- O. Traffic signals may be placed on “flash” if this will effectively alleviate the problem.

- P. When manually changing a signal light from green, to amber, to red, Deputies will leave the amber caution light on for a minimum of 3 seconds.

3.10 Ancillary Services (Revised 05/30/03)

3.10.01 General

- A. Deputies may, at their discretion and with supervisor approval, transport stranded motorists and pedestrians to the nearest location where they may receive further assistance. Deputies will advise Communications Center of the escort, reporting starting and ending mileage. When appropriate the Communications Center will document a time check at the start and end of these escorts.

- B. Deputies may have the Communications Center contact taxis, road service, friends, or relatives to assist stranded motorists and pedestrians.

- C. Deputies may use an agency vehicle to “jump-start” a vehicle not owned by the county only if an emergency exists. If an agency vehicle is used to “jump-start” any vehicle, all communications equipment will be turned off prior to connecting the battery cables, and turned on after the battery cables are removed.

- D. Stranded motorists and pedestrians will not be abandoned when they are exposed to hazardous locations or environments such as remote highways, extreme weather conditions, or high crime neighborhoods.

- E. If there is no immediate threat to stranded motorists or pedestrians, Deputies may temporarily leave them to answer emergency calls. Deputy will check on stranded motorist if they have to leave.

- F. If a motorist needs only simple repairs such as a flat tire, broken fan belt, or fuel, and the vehicle is not a traffic hazard, Deputies may request the Communications Center to contact the nearest garage or service station to send assistance, unless the motorist has a special request for a specific garage.

- G. Deputies arriving on the scene of any highway emergency will request the Communications Center to obtain necessary services, and then provide emergency first aid, fire suppression, and obtain additional assistance as the situation may call for, pending the arrival of appropriate emergency services.

3.11 Escort Services

As a matter of long-standing custom, funeral escorts are provided upon request by local funeral homes. Funeral directors are asked to give 24 hour advance notice of specific times when Deputy escorts are required, and then to confirm these the day of the escort to reduce Deputy idle or waiting time. Deputies escorting funerals will ensure that traffic at an intersection is stopped in both conflicting directions before leading a procession through. Escort Deputies should request other Deputy assistance in handling critical intersections when a large number of vehicles are involved. The following procedures will be followed when escorting funeral processions if a patrol unit is available:

- A marked unit will be the lead vehicle, with emergency lights operating to warn motorists of the procession.
- Drivers in the procession will be asked to turn on their headlights.
- Drivers will be asked to stay as close as safely possible to the vehicle in front of them.
- Vehicles in the procession will be marked by use of flags, signs, or some other manner if possible.
- Additional Deputies may be assigned to block traffic at major intersections until the procession passes.

3.11.01 General

- A. Requests to escort oversize vehicles, or vehicles with dangerous or hazardous materials, are occasionally received. A Shift Supervisor will assign one or more escort officers as required. Deputies may have to actually exit their vehicles in order to guide, judge clearance, and/or assist with directional change. Appropriate vehicle emergency lighting equipment should be used during such escorts.
- B. Deputies frequently receive motorist requests for directions to a particular location in the county. Deputies may, when time permits, escort such vehicles to the appropriate location. Requesters should be directed to follow the police unit, but to also comply with all traffic signals and direction. Vehicle emergency equipment will not be used during such escorts. At no time will Sheriff's Office vehicles escort civilian vehicles under emergency conditions.
- C. Sheriff's Office vehicles will under no circumstances escort any emergency vehicle that has its own operating emergency equipment. Deputies may facilitate the movement of other emergency vehicles by assisting with traffic control at key intersections.
- D. Shift Supervisors will deal with other escort requests based on past practice and/or good judgment.

- E. Deputies may transport civilians only in extreme emergency situations, and only if other forms of transportation are not available. Victims will be transported only as a last resort, and Deputies are cautioned to exercise due care when transporting civilians, seeking approval of a supervisor prior to transport. Emergency medical units will be advised to meet a Deputy, if possible, to transfer an injured or ill civilian to an emergency medical unit.

3.12 Vehicle Towing

Deputies are authorized to remove/tow vehicles under the following circumstances:

- When the vehicles has been abandoned (as defined by *TCA 55-16-101 through 112*).
- When the driver is taken into custody and the vehicle is legally stopped, standing, or parked, providing the owner or operator is unable to make arrangements for the vehicle to be moved within a reasonable time.
- When removal of the vehicle is necessary in the interest of public safety because fire, flood, storm, snow, or other emergency reasons.
- When a vehicle has been reported stolen and it is necessary to impound the vehicle for safekeeping or evidence processing.
- When a vehicle has been damaged in a crash, or otherwise disabled, and presents a traffic hazard.
- When a vehicle has been taken into legal custody, confiscated, or seized.
- When a vehicle is left standing, stopped, or parked in the roadway as described in *TCA 55-8-159*.
- When a vehicle is impounded for violations of *TCA 55-8-159*, and a citation may be issued.
- Under any other circumstance where removing or towing is authorized by law.

3.12.01 General

- A. All towed vehicles will be inventoried and the information placed on a Tow Slip that will include the following:
1. Time and date of service.
 2. Location.
 3. Name of Deputy requesting the tow.
 4. Reason for towing.
 5. Description of the vehicles, including any visible damage to the interior and/or exterior.
 6. An inventory of the vehicle.
 7. Name of towing service used.

- B. Every Deputy who tows a vehicle must complete a Tow Slip immediately before it is towed, entering all of the required information concerning the vehicle on the Tow Slip, giving particular attention to entering the correct, complete license and VIN numbers.
- C. Deputies will make a complete inventory of all property in the vehicle and will list this property on the Tow Slip. Deputies may open locked compartments (with a key), and may open closed containers to inventory their contents, but will not force open any locked containers by breaking the lock.
- D. Deputies will require the wrecker driver to sign the Tow Slip to acknowledge receipt of, and responsibility for, the vehicle and its contents, and the Deputy will provide the wrecker driver with a copy of the Tow Slip.
- E. Deputies will check both the license and VIN numbers for stolen status through NCIC.
- F. Before going off duty, Deputies will turn in the completed Tow Slip and owner notification letter to a Shift Supervisor (if the vehicle is abandoned or unattended), who will inspect the Tow Slip for complete information, and upon so verifying, will place the Tow Slip in Records.

3.12.02 “Holds” and Removal of “Holds”

Every Deputy who initiates a “Hold” on a vehicle will immediately notify the wrecker company of that fact, and direct that the vehicle be towed to that wrecker service lot. The Deputy will mark “Hold” in broad letters on the Tow Slip, along with his/her initials, the date, and the basis for this action. A supervisor may remove a “Hold” from a vehicle, as well as the Deputy or Detective who initiated the action. They will also indicate this action on the Tow Slip, along with their initial, the date, and the basis for this action.

3.12.03 Release of an Impounded Vehicle

- A. Only a supervisor, the Records Office, or the impounding Deputy will release impounded vehicles, and may be released only to the owner of the vehicle and/or their agent. The person wishing to claim the vehicle must produce proof of ownership for the vehicle, such as either the title or registration papers. The Deputy who releases a vehicle to an agent of the owner will be responsible for verifying that this agent has the proper authorization from the owner to receive the vehicle.
- B. An individual seeking release of a vehicle must sign the Tow Slip before the vehicle can be released to them. The releasing employee will then provide this person with a copy of the Tow Slip and instructions on how they may then obtain the vehicle.

- C. If the Tow Slip shows that a “Hold” has been placed on the vehicle at any time during the impoundment, the appropriate supervisor should communicate with the deputy who initiated the “Hold” to ensure that it has been removed. The supervisor will ensure that the vehicle has been checked for stolen status through NCIC by both the license and VIN numbers before releasing the vehicle.
- D. The financial responsibility of costs related to removal or towing of vehicles will rest with the owner. However, if the vehicle has been seized or otherwise confiscated for evidence, the Sheriff’s Office may be responsible for towing, storage, or other costs. Owners who feel their vehicles were unlawfully or improperly towed or removed may seek review of financial responsibility through the Sheriff, or his designee.
- E. If individuals are arrested, or otherwise unable to drive their vehicles, Deputies will offer as an alternative:
 - 1. Leaving the vehicle parked in a non-hazardous, legal location.
 - 2. Releasing the vehicle to friends or relatives, providing they can respond within a reasonable time.
- F. If a vehicle is parked on private property and there is no pending law enforcement action on the vehicle, the property owner is responsible for its removal.

3.13 Wrecker Service

3.13.01 Wrecker Rotation List

- A. The Sheriff’s Office and Communication Center will maintain a list of approved wrecker service providers. Persons wishing to have their service included on the Rotation List may obtain an application form from the Sheriff’s Office.
- B. The Sheriff’s Office permits each company and/or owner to occupy only 1 space on the Rotation List. Applicants will submit a completed application form and other required documentation directly to the Sheriff’s Office. A summary of the Sheriff’s Office minimum requirements for any company to be admitted to the Rotation List is as follows:
 - 1. Maintain a primary business premises for the service located in Blount County.
 - 2. Possess a business license for the business.
 - 3. Possess public liability and automobile liability (owned, hired, and non-owned) in the limits set forth below:
 - a. Class A & D \$300,000 vehicle liability per accident
 - b. Class B \$500,000 vehicle liability per accident

- | | |
|----------------|--|
| c. Class C | \$750,000 vehicle liability per accident |
| d. All Classes | \$ 25,000 garage keepers liability |
| e. Class A & D | \$25,000 on hook coverage |
| f. Class B | \$65,000 on hook coverage |
| g. Class C | \$100,000 on hook coverage |
4. Agree to abide by all requirements set forth for wrecker service as outlined in this GO.
 5. The applicant must cause their insurance agent to verify proof of coverage before the application will be acted upon. This insurance policy will be effective for a minimum period of 3 months.
 6. Since wrecker companies and their employees will be acting as agents of the Sheriff's Office, wrecker company owners, or drivers, will not be allowed to participate in the Rotation List if convicted of a felony, or of any violation of federal or state laws relating to violence, theft, dishonesty, liquor, or controlled substances.
 7. The Chief Deputy will determine whether the applicant has demonstrated satisfactory compliance with the minimum requirements as outlined above, and will act on the application accordingly.
 8. All applicants who demonstrate successful compliance with these minimum standards will receive equal opportunity for inclusion on the Rotation List.
 9. The Sheriff will verbally issue a final decision on the application.
 10. Renewal of the service privilege will be on an annual basis, and will be granted immediately upon receipt of proof of continued insurance and the successful completion of an inspection to be conducted by the Patrol Captain or designee. Applications for companies desiring placement on the rotation list will be reviewed on a semi-annual basis (January and July).
 11. Service providers will remain on the Rotation List as long as they continue to comply with the minimum standards (presented above), and are not found in violation of any of the requirements on operating procedures or equipment.

3.13.02 Use of the Rotation List

The Communications Center, with the approval of the Sheriff, or his designee, will schedule every approved service provider to equal placement on the Rotation List. Each provider will be "on call" and will respond when called. The rotation will be on a call-by-call basis. If the wrecker service cannot be contacted or is unable to respond the Dispatcher will contact the next wrecker on list.

Deputies will request the Communications Center to summon the "scheduled" service provider (zone wrecker for zone 4) as needed, unless conditions at the scene dictate otherwise. Such conditions may include the presence of an unusually large vehicle to be towed, or an extreme emergency or threat to human life or safety. In such instances, Deputy discretion will be allowed in calling a specific provider only so long as the Deputy can adequately justify their actions to bypass the Rotation List.

Deputies will request the Communications Center to notify the wrecker company of any unusual conditions at the scene that may impact the wrecker driver's choice of equipment to use.

When the Communications Center is unable to make contact with the on-call provider, or when the provider advises that they are not able to respond, the Communications Center will summon the provider who is next on the Rotation List. If the on-call provider fails to respond 3 times while on-call, that provider will be removed from the Rotation List and will be ineligible to reapply for a period of 6 months.

A Deputy at the scene will immediately notify the Shift Supervisor of any slow response, or other violations of any regulations concerning wrecker service. The Deputy will also submit a written communication about the situation to his or her supervisor before going off duty. The supervisor will submit the report through the chain of command to the Chief Deputy, who will take appropriate action as soon as possible.

3.13.03 Wrecker Company Operating Procedures

- A. Wrecker companies will make their service available 24 hours a day, 7 days a week during the time the company is on-call. Wrecker companies will be reasonably available to supplement the other companies who are on-call.
- B. Wrecker vehicles will arrive at the scene of the call no longer than 30 minutes after receiving notice from the Communications Center.
- C. Wrecker companies desiring to be off-duty for any length of time must notify the Communication Center of their unavailability. These requests will be honored, and the company will return to its assigned position in the Rotation List at the end of the off-duty time.
- D. If a wrecker company is not able to respond when called, the operator must immediately advise the Communications Center of that fact. In these cases, the Communications Center will give the call to the company next in line on the Rotation List.
- E. Wrecker companies must have trained operators who employ proper towing methods.
- F. Wrecker companies must accept responsibility for the vehicle and its contents by signing the Tow Slip.

- G. Wrecker companies must honor "Holds" placed upon vehicles by the Blount County Sheriff's Office. While a "Hold" is in place, companies may not charge a storage fee.
- H. Wrecker companies will be available to release vehicles 7 days a week.
- I. Wrecker companies will release impounded vehicles only when the person claiming the vehicle has the proper release documents issued by the Blount County Sheriff's Office.
- J. Wrecker companies will notify the Blount County Sheriff's Office of every impounded vehicle that has been held in storage for more than 30 days.
- K. Wrecker companies will agree to submit to inspections by the Blount County Sheriff's Office of their premises, vehicles, and equipment for compliance with these regulations. Said inspections may be conducted without prior notice at any time when the company is open for business.
- L. The Sheriff will remove from the Rotation List any wrecker service whose tow rates are excessive when compared against other wrecker services providing the same service.
- M. Wrecker companies will tow vehicles to the Sheriff's Garage when so requested by the Sheriff's Office (see Memo of Understanding from the Sheriff to wrecker companies, dated August 8, 2002, relating to the towing of Sheriff's Office vehicles).
- N. Wrecker drivers may activate their amber lights when proceeding to the scene of a call, and *MUST* activate the amber lights at the scene and when towing from the scene.
- O. Calls received by wrecker companies directly will be cleared through the Communications Center before the wrecker proceeds to the scene, even if the owner calls the wrecker service directly. No wrecker will remove a wrecked vehicle without it being investigated by a law enforcement agency.
- P. Wrecker companies will be responsible for removing glass and other debris from a highway accident scene. (*TCA, 55-8-170*)
- Q. Wrecker company owners, operators, and representatives will not solicit for business at the scene of any call.
- R. Wreckers are prohibited from chasing or running wrecks without a bona fide call from the Blount County Communications Center or the owner of the vehicle.
- S. Wrecker service operators will not perform work on a vehicle (tow-in or impounded) without the owner's specific request.

3.13.04 Wrecker Company Equipment and Facilities

- A. **PREMISES:** The wrecker company must maintain a secure storage area within close proximity of the wrecker service for the safe storage of vehicles. Two types of storage areas will be provided.
1. The company must have a building where vehicles that are to be processed for evidentiary purposes may be secured away from public access and out of the weather.
 2. A lot or yard will be maintained for the secure storage of vehicles that are to be retained but not processed for evidence. This lot will have a secure fence or other enclosure designed to defeat attempts to remove vehicles by unauthorized persons.
- B. **VEHICLES:** Wrecker companies will have at least 2 units capable of efficient performance at the scene of a call as defined by the Department of Safety's "Wrecker Service Standards Manual." The company will provide 2 "Class A" wreckers, or a combination of 1 "Class A" and 1 "Class D" wrecker. A "Class B or C" wrecker may be substituted for either the "Class A or D" wrecker. At least 1 amber colored rotor beam light or strobe will be mounted on top of the wrecker. No other color will be approved by the Blount County Sheriff's Office. All emergency flashers and directional lights showing to the front must be amber in color. Wreckers are prohibited from having sirens. The appearance of wreckers will be reasonably good and they should be painted and display the company name, address, and telephone number painted on, or permanently affixed, on both doors. Such lettering should be at least 3" inches high. Magnetic signs should not be used. All wreckers must have the following specifications at a minimum:
1. The tow truck chassis will have a minimum manufacturer's capacity of 1 ton.
 2. Individual boom capacity of not less than 4 tons.
 3. Individual power winch pulling capacity of not less than 4 tons.
 4. 100 feet or more of 3/8" inch cable on each drum.
 5. Dual cable-lift capability.
 6. Belt-type cradle tow plate, or tow sling, to pick up vehicles: cradle or tow plate be equipped with a safety chain.
 7. Wheel lift tow plate equipped with safety chains.
 8. Dollies
- C. **EQUIPMENT:** Every approved wrecker will have the following equipment on board at all times, at a minimum:
1. Heavy duty push broom
 2. Flood lights on hoist to illuminate scene at night
 3. Shovel
 4. Axe or similar wood cutting tool

5. Pinch Bar, pry bar, or crowbar
6. Bolt cutters with insulated handles
7. Minimum of 1 20 lb pound Class ABC Underwriters Laboratory-approved fire extinguisher

3.13.05 Removal From the Rotation List

- A. The Blount County Sheriff's Office will receive and investigate all complaints of services and/or charges against wrecker companies on the Rotation List. The Chief Deputy will assign a Deputy to investigate the complaint. The investigating Deputy will conduct the inquiries in a thorough, prompt, and impartial manner.
- B. The investigating Deputy will forward copies of the complaint, investigate reports, and other findings through the chain of command to the Chief Deputy who will render a decision on the complaint within 5 working days after the investigative reports have been forwarded to him.
- C. The Chief Deputy will issue the findings in the matter in writing, and copies of the decision will be issued to both the complainant and the operator of the wrecker company.
- D. The penalty for a confirmed violation of any of the regulations concerning wrecker services may be one of the following:
 1. A letter of warning.
 2. Suspension of towing privileges for up to 6 months.
 3. Removal from the Rotation List.
- E. Wrecker company owner/operators may appeal any penalty prescribed by the Chief Deputy directly to the Sheriff.

3.14 Traffic Engineering

The Sheriff's Office will share data with the Blount County Highway Department and/or the Tennessee Department of Transportation if analysis reveals a hazardous condition that could be corrected by traffic engineering. The Crime and Traffic Analyst will refer the data to the appropriate county or state agency of this information.

3.14.01 General

- A. Any time that a Deputy observes any traffic control device, or a situation that may involve the need for traffic engineering services, he or she will complete a Traffic Engineering Request Form and forward it through their supervisor to the Patrol Captain or designee, who will forward the information to the Blount County

Highway Department or the Tennessee Department of Transportation for further action.

- B. Deputies discovering hazards on Blount County roadways will notify the Communications Center who will notify the Blount County Highway Department, or other appropriate agency.

3.15 Sobriety Checkpoints

The Sheriff's Office establishes sobriety checkpoints as a deterrent to and in the detection of persons driving under the influence of intoxicants, and who pose a significant threat to the welfare of the citizens of Blount County. To use sobriety checkpoints in a safe, effective, uniform, and lawful manner, guidelines established by *TCA 55-10-104* will be followed.

3.15.01 Establishment of Sobriety Checkpoints

A. Site Selection

1. Individual site selection will be based on the frequency of alcohol-related accidents and the knowledge of DUI arrests in a particular area. The Patrol Captain or designee will maintain documentation of site selections.
2. The location of a checkpoint will be selected for its safety and visibility for approaching motorists, giving them ample warning that a checkpoint is ahead.
3. The location will also provide a safe area to move a vehicle in the event further inquiry is warranted.
4. The site supervisor will select an alternate site should the primary site prove unsafe or if a hazardous condition exists. If the site is moved, the site supervisor will record the time and reason for the change.
5. The Patrol Captain or designee will submit a planned location, and alternate, and a planned date and time to the Chief Deputy who will approve the location and time of the checkpoint site and alternate at least 3 days prior to the planned date.

B. Personnel and Equipment

1. There will be a minimum of 5 uniformed Deputies at a checkpoint to show police presence, and to minimize fear or surprise of the likelihood of apprehension by motorists approaching the checkpoint. A Sergeant, or above, will be present at each checkpoint site and act as supervisor of that site.
2. The majority of the vehicles used at a checkpoint will be marked patrol units with all emergency lighting activated, including headlights, spotlights, and takedown lights, while the checkpoint is in operation.
3. Traffic cones will be placed along the roadway to assure safe traffic flow and to provide a measure of protection for Deputies conducting the checkpoint.

C. Pre-Checkpoint Briefing

1. Personnel assigned to work a sobriety checkpoint will attend a briefing prior to arriving at the checkpoint site. The Patrol Captain or designee and/or the site supervisor will conduct the briefing, and will cover all aspects of this GO as well as any portion not fully understood by those participating.
2. The site location will be reviewed as to placement of vehicles, personnel, traffic cones, and pull-off areas, and the duties of each Deputy will be thoroughly explained.
3. The briefing will include a review of what proof of alcohol impairment to look for, including the smell of alcohol on the driver's breath, and inspection of the vehicle for visible alcohol containers. The briefing will also include procedures for the further questioning and/or arrest of suspected violators including, but not limited to, the conduct of a sobriety field test, implied consent law requirements, and disposition of a violator's vehicle after arrest.
4. Deputies will be designated to observe for motorists who attempt to avoid the checkpoint, and will be given specific procedures to follow as to whether to attempt to apprehend. Generally, a motorist who chooses to avoid the checkpoint should be allowed to do so unless traffic violation(s) are observed, or probable cause exists to take other action.

D. Operation

1. A checkpoint will remain in operation for a minimum of 1 hour, and will not remain in operation for more than 3 hours without approval of the Deputy Chief of Patrol and Public Safety. The Patrol Captain or designee will maintain documentation relating to any extension. In the event of inclement weather or an emergency, the site supervisor will terminate the checkpoint, informing the Patrol Captain or designee, in his or her report the reason for terminating the site.
2. Every vehicle passing through the checkpoint will be momentarily stopped, except in cases where further investigation is warranted. If the level of traffic increases, the site supervisor may designate that every 3rd, 5th, or 10th vehicle be stopped. In the event a traffic back up creates a clearly hazardous situation, the site supervisor will allow vehicles to pass through until the hazard is cleared.
3. Personnel assigned to the checkpoint will identify themselves to the driver and advise him or her that the Sheriff's Office is conducting a routine traffic checkpoint to check for intoxicated drivers. When no noticeable sign of intoxication, or other violation, is observed, the Deputy will thank the driver for his or her cooperation and wave them through. Deputies may distribute pamphlets and/or brochures promoting greater highway safety.
4. If violations other than intoxication are identified, the driver will be directed to a predetermined area on the site and the proper enforcement action, or warning, will be issued. If a Deputy develops specific and articulable facts

that lead the Deputy to believe the driver is intoxicated, he or she will direct the driver to move to a designated area on the site for further inquiry.

5. A Deputy will ask the driver for his or her driver's license and request that the driver perform a sobriety test. When warranted, normal DUI arrest procedures will be followed such as implied consent requirements or an Incident/Arrest Report prepared. If, however, after inquiry there is no evidence of intoxication, the driver will be thanked for their patience and allowed to leave the site.

3.15.02 Notification to the Public of a Sobriety Checkpoint

The Patrol Captain, or designee, will provide area news media information concerning a planned sobriety checkpoint, but will not provide the location or times of the checkpoint. Announcement of the checkpoint will be given no sooner than 2 weeks or later than 24 hours prior to the planned date.

3.15.03 Reporting

- A. Site supervisors will submit an activity report to the Patrol Captain or designee for each sobriety checkpoint held. The activity report will include:
 1. The location of the checkpoint.
 2. The name and rank of the site supervisor.
 3. Name and rank of all Deputies participating in the checkpoint.
 4. The actual number of vehicles passing through the checkpoint.
 5. The actual number of vehicles detained for further inquiry.
 6. The number of DUI arrests as a result of the checkpoint.
 7. The number of other arrests made, and violations and warnings issued as a result of the checkpoint.
 8. The beginning and ending times of the checkpoint.
- B. The Patrol Captain or designee will review each report, make whatever changes or have the site supervisor make whatever corrections may be necessary, and forward it to the Deputy Chief of Patrol and Public Safety. The Patrol Captain or designee will maintain a file of all site reports.

3.16 Safety Programs

The Sheriff's Office will assist school authorities with student safety by patrolling, observing, or operating radar enforcement in school zones as much as possible during times that students are scheduled to arrive and leave school.

3.17 Motorcycle Unit (Effective 12/20/04)

PURPOSE:

The purpose of this general order is to establish guidelines and a uniform policy for the operation of the Motorcycle Unit. The use of motorcycles serves a useful purpose in law enforcement. However, the limitations of motorcycle performance and enforcement activities that can be conducted through the use of motorcycles, is limited. The Blount County Sheriff's Office will strive to meet the demands of the community and provide for the safety of each deputy assigned to the motorcycle unit. Therefore certain restrictions will be placed on the motorcycle unit based upon the type of enforcement activity proposed and the weather.

POLICY:

It is the policy of the Blount County Sheriff's Office to coordinate the operation of the motorcycle unit for the purpose of traffic enforcement and traffic accident investigation. In addition, duties shall include VIP and dignitary escorts as well as traffic direction and other assignments as directed by the Sheriff, Chief Deputy, or Deputy Chief of Patrol and Public Safety.

3.17.01 Deployment

The Blount County Sheriff's Office will deploy uniformed deputy sheriffs assigned to the motorcycle unit. The deputies assigned to the motorcycle unit will conform to the direction of The Traffic Unit supervisor.

- A. In order for the motorcycle unit to be effective and for the safety of the deputies, weather must be considered. The following guidelines will be considered when making a determination to deploy deputies on motorcycles or in an enclosed patrol vehicle.
 1. Temperature:
 - a. Cold - Deputies will not utilize motorcycles in temperatures of 35* F or below, without prior approval of the Deputy Chief of Patrol and Public Safety, Chief Deputy, or Sheriff.
 - b. Heat – Deputies will not utilize motorcycles in temperatures of 100 * F or above, without prior approval of the Deputy Chief of Patrol and Public Safety, Chief Deputy, or Sheriff.
 - c. Normal – Deputies may be deployed on motorcycles in temperatures between 36*-99* F, with prior approval of the Traffic supervisor.

2. Precipitation:

Deputies will not deploy motorcycles on the roadways during times of ice, snow, standing water, or decreased visibility, unless otherwise ordered by the Deputy Chief of Patrol and Public Safety, Chief Deputy, or Sheriff.

3. Wind:

Deputies will not deploy motorcycles on the roadways when winds are active at 20 to 25 mph or higher, unless otherwise ordered by the Deputy Chief of Patrol and Public Safety, Chief Deputy, or Sheriff.

- B. The Traffic Unit schedule will be utilized when scheduling the use of motorcycles by deputies assigned to that unit. The Patrol Captain or designee will determine the hours of operation for the traffic unit when motorcycles are in use.

3.17.02 Function

A. Deputies shall perform the following functions:

1. Selective traffic enforcement
2. Traffic accident investigation
3. Investigate traffic related complaints, including parking violations and other roadway hazards
4. Provide assigned escorts. (At the direction of the Traffic Unit Supervisor)
 - a. Standard – Funerals and parades as directed by the Traffic Unit Supervisor.
 - b. Modified Security – Low threat anticipated, no point control.
 - c. Security Escort – Dignitary protection with Secret Service or State Department involvement.

B. Formations:

5. Pairs – Two deputies side by side, and they may “leap frog” at intersections.
6. Box – Four deputies riding at a slow speed surrounding the dignitary for protection.
7. Line – Three or four deputies riding abreast, which is generally used for parades.
8. Tier – Three to four deputies riding in a wedge for security. Lead deputy is always on left side.

9. Security – This type of formation requires more motorcycle personnel than are currently assigned with the Blount County Sheriff’s Office. The Motorcycle Unit may, at the direction of the Deputy Chief of Patrol and Public Safety, Chief Deputy, or Sheriff combine with one or more Motorcycle Units from other law enforcement agencies to perform this type formation. In such an incident procedures from the combining agency will be followed to perform this maneuver.
- C. Hand Signals
1. Single file – Index finger extended from raised fist.
 2. Staggered column – Index finger and middle finger extended from raised fist.
 3. Pairs – (Double column) – Index and middle finger extended to side.
 4. Tiers – Three fingers extended from raised fist.
- D. Perform general law enforcement duties, which may include answering non-traffic calls for service.
- E. Perform duties as assigned by command direction.
- F. While motor deputies may initiate a pursuit, they shall not continue to engage in the pursuit when a marked car with full emergency equipment engages. When high risk situations appear eminent, motor deputies shall terminate the pursuit regardless of the fact that a marked car has not arrived to engage the fleeing subject.

3.17.03 Care and Maintenance of Assigned Equipment

- A. Uniform and Motorcycle inspections shall be conducted by the Traffic Unit Supervisor.
- B. Deputies will wear the motorcycle uniform when operating a Sheriff’s Motorcycle, and when not operating a Sheriff’s Motorcycle, deputies will be in Class A uniform.
- C. The helmet will be D.O.T. certified and be of the half shell style with a visor and capable of the approved communication equipment.
1. Color – The helmet will be black in color with the badge insignia located on the front.
 2. Badge – Decal of the Blount County Sheriff’s Office will be mounted on the front of the helmet approximately one-fourth inch above the visor and centered.
 3. Cleaning of helmet – The outer shell of the helmet may be cleaned by the use of mild soap and water. A high quality car wax or polish may be used. The inside of the helmet may be cleaned with soap and water.

4. Replacement – Helmets will be replaced after any high energy impact such as a motorcycle accident in which the helmet strikes a hard surface or if the helmet falls from a height of five feet or greater and strikes a hard surface or after two years of service.

D. Boots: The boots will be smooth leather riding type boot with approximately 18-inch uppers, free of buckles or snaps.

1. The deputy will ensure that at the start of each shift that his/her boots will be clean and have a high gloss shine.
2. Boots will be replaced as wear dictates. When problems with the boots are foreseen, an order should be placed for a new pair at least two months before the boots become unserviceable due to the fact they are custom made for each individual deputy.

E. Motorcycle Uniform and Accessories Only

The motorcycle uniform pants and shirts will be navy blue. The pants will be form fitting and each deputy assigned to the motorcycle unit will wear the same type. The shirt will be similar to that of the Class A uniform but may be of a different type material due to considerations for heat and cold. During winter months the approved BCSO Dickie will be worn instead of the uniform tie.

Winter Gloves – Winter gloves will be gauntlet style and black in color. The outer shell will be leather with some type of thermal lining. The gloves will be made in such a way that will allow the deputy a full range of motion and not inhibit firing of his/her service weapon.

Summer Gloves – Summer gloves will be made of lightweight leather and will be black in color.

All gloves will be full-finger, half-finger gloves are not permitted.

Leather Jacket – The leather jacket will be black in color. It will be made in a style as to not inhibit the wear of the gun belt, or access to the service weapon at any time. The badge may be worn on the left breast of the jacket but it will remain free of patches.

Lightweight Jacket – During the spring and fall deputies may wear a lightweight nylon or goretex jacket of approved design and color.

All uniform items and accessories are subject to the approval of the Deputy Chief of Patrol and Public Safety.

3.17.04 Maintenance:

Motorcycle maintenance and care shall be the responsibility of the deputy assigned. All scheduled maintenance on the motorcycles shall be completed on time and in accordance with manufacturer specifications. Any maintenance problems with assigned motorcycles will be reported to the Traffic Unit Supervisor immediately. If the problem is such that the safety of the operating deputy or the public is in endangered the motorcycle will be immediately taken out of service and remain out of service until the problem is corrected.

3.17.05 Cleaning Motorcycles:

Due to the high profile nature of the Motorcycle Unit, each deputy will ensure that his/her assigned motorcycle is clean and in good repair as to present a positive image to the general public at all times. At no time will any deputy spray water under pressure on the instrument panel, police radio, radar unit, under the saddle, in the carburetors or into the tail pipes. A non-abrasive type soap or carwash liquid will be used along with a high grade of wax or polish. At no time will paper products be used to clean the windshields or light covers. High gloss finishing products (Armor All) may be used on the motorcycle, but will not be applied to the tops of the seat, shift pads, brake peddle, or hand grips.

Authorization for the use of the motorcycle as a take home vehicle may be granted by the Sheriff, Chief Deputy, or Deputy Chief of Patrol and Public Safety. Motorcycles will be secured in a locked garage or will be left at the Sheriff's Office Garage for secure storage.

3.17.06 Selection and Training: (Revised 02/06/06)

Deputies assigned to the Motorcycle Unit are selected by the Chief Deputy with the Approval of the Sheriff. Available positions in this unit are considered specialized assignments. They will be posted as they become available. Individuals interested in applying must be certified through the Police Officer Standards and Training (P.O.S.T.) Commission in the State of Tennessee.

They must have at least one year of law enforcement experience and have been employed at the Blount County Sheriff's Office for at least one year. They must not have any disciplinary action on their record for the previous twelve months. After the openings in the unit have been posted for the designated time period, selection will be based upon previous job performance, attitude, work ethic, and ability. Once selected, deputies must successfully complete the Basic Motorcycle Officer Course.

After successfully completing the Basic Motorcycle Officer Course, there will be twelve training sessions scheduled per year, at least one a month weather permitting. Deputies will be required to successfully complete at least nine of those training sessions a year to continue to operate a Sheriff's Office Motorcycle.

CHAPTER 4: Criminal Investigations

Employees of the Sheriff's Office must clearly understand their responsibilities for the conduct of preliminary and follow-up criminal investigations. Directives in this chapter relate to the criminal investigation function as performed by both Patrol and Criminal Investigations personnel. The procedures listed reflect the perspective that the Sheriff's Office has discretion in determining the degree of specialization necessary to accomplish this function.

4.01 Criminal Investigation Administration

Criminal Investigations is responsible for handling those criminal investigations that require special expertise, or because of their complexity or geographical considerations, do not lend themselves readily to completion by uniformed Deputies. Criminal Investigations is also assigned functional responsibility in areas of organized crime, narcotics, intelligence, and surveillance.

4.01.01 General

- A. Criminal Investigations does not operate on a 24-hour basis, requiring Investigators to be assigned on a rotating basis as determined on the daily and weekly on-call schedule administered by the Deputy Chief of Investigations, who may authorize overtime as necessary. A Shift Supervisor may also authorize the use of overtime when required to call out an Investigator. Investigators will be encouraged to use flextime scheduling to reduce overtime.
- B. The position of Investigator is considered to be a specialized assignment as defined in the *HR Manual*, Chapter 1, *Administration*, Section 1.05, and are taken from the ranks of Patrol. Position titles and salary schedules of those personnel assigned to Criminal Investigations are the same as in Patrol to facilitate transfer between the functions.

4.01.02 Criteria for Call Out of an Investigator(s)

- A. Before an Investigator is requested or called out, a Shift Supervisor should go to the scene of an incident to determine if an Investigator is needed. An Investigator may need to be called for incidents that include, but are not limited to, the following types of criminal incidents:
 - 1. **Crimes against persons:**
 - a. Death investigations
 - b. Child abuse
 - c. Sex crimes
 - d. Robbery
 - e. Aggravated assault with serious injury

- f. Adult protective services
- g. Kidnapping
- h. Missing persons/runaways

2. Crimes against property:

- a. Arson
- b. Burglary in excess of \$1,000
- c. Vehicle theft
- d. Felony theft in excess of \$1,000
- e. Pawn shop services
- f. Forgery in excess of \$1,000
- g. Fraud/scams in excess of \$1,000
- h. Internet fraud in excess of \$1,000
- i. Counterfeiting/copyright violations
- j. Explosives/bombs

- B. An Investigator who responds to a crime scene will have supervisory authority over the crime scene and any crime scene processing, and may receive support from patrol Deputies at the discretion of the Shift Supervisor based on the availability of personnel.
- C. If requested by an assigned Investigator, a Shift Supervisor may provide patrol personnel, as available, to assist with protection of a crime scene, traffic, crowd control, and/or witness canvass.

4.01.03 Criteria for Case Assignments

- A. As assigned or directed by the Deputy Chief of Investigations or his designee, Investigators may be used in the following types of investigative activities including, but not limited to:
 - 1. Vice, organized crime, and intelligence activities.
 - 2. Conduct of applicant background investigation.
 - 3. Internal affairs investigations as directed by the Chief Deputy.
 - 4. Assistance of patrol deputies in the conduct of their investigations, as approved by the Shift Supervisor, and as directed by the Criminal Investigations Supervisor.
 - 5. Assisting the crime prevention program by conducting crime prevention surveys, neighborhood watch meetings, or presentations.
 - 6. Providing instruction to Sheriff's Office personnel.
 - 7. Providing investigative support for the District Attorney General as requested.
 - 8. Performing liaison with, and providing assistance to, other law enforcement agencies or elements of the criminal justice system.
- B. In determining whether to assign follow-up responsibilities to a Patrol Deputy

preparing an Incident Report or to an Investigator, the Patrol Captain and/or the Deputy Chief of Investigations or his designee will use screening and solvability factors based on the following:

1. Any Incident Report prepared by a Patrol Deputy may have it returned to him or her for follow-up, unless the Patrol Captain and/or the Deputy Chief of Investigations or his designee feel the incident should be assigned to an Investigator based on solvability factors and/or the complexity of an incident, and its possible relationship to other similar cases.
2. Incident Reports with at least 1 of the solvability factors from the list presented below should be assigned for follow-up investigation whether by a patrol Deputy or an Investigator. It will be at the discretion of the Deputy Chief of Investigations or his designee and the Patrol Captain whether the case will be assigned to the Patrol or to Criminal Investigations.
3. Regardless of the consideration of any of the solvability factors listed below, a case should be assigned to Criminal Investigations if an incident relates to any of the crimes listed in 4.01.02 relating to the criteria for call out of an Investigator.
4. Solvability factors are as follows:

Was a suspect arrested?
Can a suspect be named?
Can a suspect be located?
Can a suspect be described?
Can a suspect be identified?
Can a suspect's vehicle be identified?
Is stolen property traceable?
Is there significant evidence?
Was there a witness to the crime?
Is a significant M.O. present?

- C. These questions need to be reviewed by a Shift Supervisor in determining whether to call out an Investigator, or by the Patrol Captain and/or the Deputy Chief of Investigations or his designee as they review Incident Reports to determine case assignment.
- D. Personnel will be assigned to an investigation based on expertise, not merely on a rotation basis. Cases requiring specialized skill, knowledge, and ability, will be assigned to Investigators and/or patrol Deputies having those credentials. Once the Deputy Chief of Investigations or his designee and the Patrol Captain determine a case assignment, they will log the case in their respective Case Assignment Record, and the Investigator or Deputy assigned will be considered the principal Investigator and/or the case coordinator.
- E. When more than one Investigator and/or patrol Deputy may be assigned, the Deputy Chief of Investigations or his designee and/or Patrol Captain will appoint

one as the case coordinator based on expertise, experience, and caseload.

4.01.04 Case Management

- A. An investigative case file will be maintained on all cases assigned to an Investigator or Deputy, and is an immediate information resource. Case files should contain copies of Incident Reports and Supplementary Reports (originals maintained by the Records Office), records of statements, results of examinations of physical evidence, case status reports or addendum's, and other reports and records needed for investigative purposes.
- B. Active, inactive, and pending legal action investigative case files should be maintained and kept available by Investigators/Deputies so that other Deputies and/or Investigators are able to review the files to either compare to similar cases, or to continue the case in the event a Deputy or Investigator is assigned to other duties or no longer works with the Sheriff's Office. Cases inactive for a year may be archived.
- C. When a case is suspended or closed, the case file should be sent to the Criminal Investigations Supervisors or Patrol Captain, or their designees, who will review and forward it to Records for archiving. All open investigative case files will be reviewed at least annually to determine solvability, and if a case is showing no activity it may be archived.
- D. Criminal Investigations and Patrol supervisors are responsible for ensuring that cases assigned to their personnel are properly followed up to a successful closure.
- E. **Case Assignment Record:** Criminal Investigations and Patrol supervisors will maintain a Case Assignment Record, and will schedule each case assigned to an Investigator or Deputy for follow-up investigation. The Case Assignment Record provides supervisors with information on Investigator/Deputy activities with regard to criminal investigations. The Case Assignment Record will contain the following data:
 - 1. Case Number.
 - 2. Name of Victim.
 - 3. Type of Offense.
 - 4. Date of Assignment.
 - 5. Review Dates.
 - 6. Disposition of Case.
 - 7. Date of Case Closure.
 - 8. Deputies/Investigator Assigned.
 - 9. Reporting Deputy.
- F. **Case Review:** Criminal Investigations supervisors will inspect Investigator case assignments weekly to ensure the timely receipt of follow-up reports and case

activity.

- G. **Case Assignment Record Locations:** Case Assignment Records will be maintained in the computer system and are available to all CRIMINAL INVESTIGATIONS and Patrol supervisors.

4.01.05 Case Quality Control

- A. **Responsibility:** The Patrol Captain and the Deputy Chief of Investigations, or their designees, will be responsible for case quality control. In order to enhance case quality control, supervisors will:
1. Ensure that a case number is assigned for each Incident Report that is to be investigated.
 2. Check all Incident Reports for accuracy, completeness, and content.
 3. Take necessary action to ensure that inaccurate or incomplete reports are corrected in a timely manner.
 4. Ensure that all crimes being reported contain the necessary elements specified by the TCA and TIBRS.
 5. Determine which cases qualify for follow-up investigation by Criminal Investigations, Patrol, or for early case closure, by using screening and solvability factors presented above.
- B. The Patrol Captain, or designee, and the Deputy Chief of Investigations, or designee, will review all cases assigned to Investigators or Patrol Deputies and make the following case status/dispositions within 30 days of the case being assigned:
1. **Investigator Status:**
 - Open:** Further action is continuing.
 - Closed:** No further action taken
 - Inactive:** No further action taken, items have been entered into NCIC.
 2. **Cleared How Status:**
 - Accidental
 - Administrative, 30-day review, no leads
 - Adult Arrest
 - Adult Citation
 - Civil Matter
 - Exceptional Clearance
 - Juvenile Arrest
 - Juvenile Citation
 - Juvenile Located, no arrest
 - Mental Health Transport
 - Natural Death

Referred to DHS, Red Cross, Hospital, etc.
Referred to Other Law Enforcement Agency
Statue of Limitations
Unfounded, no criminal action found
Warrant/Indictment/Criminal Summons

C. It is the responsibility of the Criminal Investigations Supervisors and Patrol Captains, or their designees, to make decisions regarding the suspension of investigative efforts on cases. They will review each case and make a determination to suspend for (but not necessarily limited to) the following reasons:

1. Lack of any further leads.
2. Lack of solvability factors.
3. Non-availability of investigative resources.
4. Insufficient degree of seriousness.
5. Any other circumstances they deem necessary.

4.02 Responsibility for Preliminary and Follow Up Investigations

4.02.01 Preliminary Investigations

- A. A preliminary investigation begins when the first unit arrives at the scene of a crime, or telephonic information is taken concerning a crime, and continues until resolution or postponement of the investigation, or the transfer of responsibility.
- B. Patrol Deputies are responsible for conducting most preliminary investigations. The Deputy Chief of Investigations or his designee may designate an Investigator to conduct a preliminary investigation in special incidents.
- C. The following responsibilities are part of a preliminary investigation, and will vary according to the type of crime being investigated:
1. Provide aid to the injured.
 2. Protect the crime scene to ensure evidence is not lost or contaminated.
 3. Determine if an offense has actually been committed, and if so, the exact nature of the offense.
 4. Determine the identity of a suspect(s), and execute an arrest when possible.
 5. Furnish other field units descriptions, method and direction of flight of suspect(s), and other relevant information concerning wanted suspect(s) or vehicle(s).
 6. Obtain complete identification of all witnesses, separating them if possible.
 7. Determine what information is known about each victim and witness.
 8. Determine, in detail, the exact circumstances of the offense.
 9. Arrange for the collection of evidence.
 10. Legally obtain written statements from victim(s), witnesses, and from the

- suspect(s).
11. Decide the necessity of some degree of follow up surveillance of the crime scene.
 12. Accurately and completely record all pertinent information on the prescribed report forms.
- D. At the discretion of Patrol Supervisors, Patrol Deputies may conduct the initial stages of preliminary investigations, including crime scene processing. In certain serious crimes, as determined by the criteria presented above, an Investigator(s) and/or a Crime Scene Investigator may be called to a crime scene and assume responsibility for completion of an investigation.
- E. As soon as a patrol Deputy and/or an Investigator concludes a preliminary investigation, the Incident Report should include all information obtained at the scene.
- F. It will be the responsibility of a Shift Supervisor or a Criminal Investigations Supervisor to ensure that an adequate and complete preliminary investigation has been made, and to review, screen, and approve the Investigator/Deputy's report. Screening should include:
1. Review of facts to ensure all essential information is included.
 2. Ensure the report is legible, clear, and complete.
 3. Edit the report for proper grammar, spelling, and punctuation, returning the report for correction prior to signing.
 4. The signature of the supervisor approving the report will be on each report in the proper space.

4.02.02 Follow-up Investigation

- A. Follow-up investigations are an extension of the preliminary investigation. The purpose of follow-ups are to provide additional investigation to make an arrest of an offender and/or recover stolen property, and to update victims on the progress of a case. Assignments to follow-up investigations are made in accordance with procedures presented above.
- B. Deputy and/or Investigator responsibilities for a follow-up investigation may include:
1. Identification and apprehension of an offender(s).
 2. Collection of additional evidence and/or arrangements made for the analysis and evaluation of it. If evidence was sent to a lab, review lab results.
 3. Recovery of stolen property.
 4. Conduct any additional personal interviews of victims and witnesses as needed.
 5. Conduct any additional interrogation of suspects as needed.

6. Seek information from other Investigators/Deputies and informants.
7. Review Sheriff's Office records pertaining to other similar offenses to determine if suspects may have committed other crimes. Review all information contained in the case file (preliminary investigation and earlier follow-up reports) concerning an offense.
8. Record information obtained and prepare addendum reports as required.
9. Give out information as appropriate.
10. If necessary, plan, organize, and conduct searches.
11. Arrange for polygraph examinations, if appropriate.
12. Prepare a case file on suspect for prosecution.
13. Check suspects' and witnesses' local record and criminal histories.
14. Assist in prosecution.

4.02.03 Victim Notifications

- A. At the beginning, during, at the conclusion, or the reopening of a case, an Investigator/Deputy will notify a victim(s) of the status of a case. The purpose of this notification is to inform a victim(s) of the status of their complaint, and to request that any additional, or new information in reference to a case be reported to the Sheriff's Office.

- B. A Investigator/Deputy will effect victim notification by one of the following means:
 1. Telephone.
 2. Personal contact.
 3. Memo indicating case status that may be delivered either by the Investigator/Deputy, or by mail.

- C. A Investigator/Deputy will make an entry on the last Supplementary or Case Activity Report to reflect all of the following:
 1. When the notification was accomplished.
 2. How the notification was accomplished.
 3. What the victim was told.

4.03 Habitual and Serious Offenders

The *Tennessee Code Annotated (TCA)* specifies certain criteria for designating individuals as habitual or serious offenders. Those laws include the following:

- Multiple offender, *TCA 40-35-106*.
- Persistent offender, *TCA 40-35-107*.
- Career offender, *TCA 40-35-108*.
- Enhancement factors, *TCA 40-35-114*.
- Repeat violent offenders, *TCA 40-35-120*.

- Criminal gang offenses, *TCA 40-35-121*.
 - Motor Vehicle Habitual Offenders Act, *TCA 55-10-601-617*.
- A. While the District Attorney General’s Office has a policy of researching prior conviction history, Deputies will check all records of an arrested person to determine if the criteria for a habitual or serious offender can be met.
- B. Deputies prosecuting any person for an offense that may meet the criteria for a habitual or serious offender will notify the District Attorney General’s Office of the situation.

4.03.01 Sex Offender Registry (Added 11/11/05)

The “Tennessee Sexual Offender and Violent Sexual Offender Registration, Verification and Tracking Act of 2004” became effective August 1, 2004.

The Tennessee Code Annotated 40-39-201 requires all convicted sex offenders to register with the Tennessee Bureau of Investigation. Each sex offender must register and report to their designated local law enforcement agency, effective September 1, 2004.

As stated previously, it is the Blount County Sheriff’s Office responsibility to register and track all sex offenders who live, work, attend school, and visit within the boundaries of Blount County, Tennessee.

In response to this law the only other local agencies in Blount County are Alcoa Police, Maryville Police, and Townsend Police Departments. These agencies have signed a memorandum of understanding with the sheriff’s office thus making the registration and tracking of all offenders the Blount County Sheriff’s Office responsibility. This also allows for the sheriff’s office to be the central repository of all sex offenders’ information, making for more efficient services.

To comply with this new law, the sheriff’s office has designated a full time position to register and track sex offenders.

Registered Sex Offenders not on probation or parole must register with the sheriff’s office. The files of each sex offender who fail to register or comply with the rules and regulations are forwarded to the District Attorney General’s Office for review and possible criminal charges.

All sex offender information and documentation is processed by the sheriff’s office to comply with the 2004 act as set forth in TCA.

4.03.02 Felony Registration (Added 11/11/05)

In accordance with Tennessee Code Annotated 41-21-225, each parolee, released from a state or local correctional facility, and probationer, granted probation by the Court, who will be residing within the boundaries of Blount County are required to register with the Blount County Sheriff's Office upon release or probation grant. This requires the offender to complete the sheriff's office Parolee/Probation/Expired Sentence/Sex Offender Information Sheet form and report to the sheriff's office located at the Blount County Justice Center on Wednesdays between 1430 hours and 1600 hours. The Crime Scene Investigator will sign and make a copy of the Offender Information Sheet as well as photograph, take finger and palm prints of the offender. Data collected from the registration process will be stored in the Sheriff's Office Management System (SOMS), hard copies of the collected data will be stored in the Crime Scene Unit's Office. The offender will return the signed Offender Information Sheet to the Tennessee Board of Probation and Parole Office.

4.03.03 Adult-oriented Establishment Inspections (Added 11/11/05)

The Tennessee Code Annotated 7-51-113 authorizes each governing body to establish an adult-oriented establishment board. This board is responsible for overseeing each such business in their jurisdiction.

The adult-oriented establishment board was created by the County Mayor's Office and is headed by the mayor. TCA requires the board to conduct a personal background check of all owner(s) and employees(s) of each adult-oriented establishment and to inspect each establishment for compliance with all TCA rules and regulations. The task of background checks and inspections are conducted by the Sheriff's Office per TCA 7-51-1107 and reported to the board.

To comply with this new law, the Sheriff's Office has designated that this task be completed by the sex offender investigator.

4.04 Criminal Investigations Operations

4.04.01 General

- A. An Investigator will attend daily Patrol and Adult Detention Center shift changes to enhance and improve Criminal Investigations, Patrol, and Adult Detention Center personal relationships, and to increase the mutual exchange of information.
- B. The Deputy Chief of Investigations will attempt to meet with the District Attorney General and local judges individually, or collectively, for coordination purposes. Topics appropriate for discussion may include the skills and abilities of Investigators, as well as problems in legal, evidentiary, or testimony of Sheriff's Office personnel.

4.04.02 Development of Information

- A. Investigators/Deputies will fairly and impartially investigate all cases assigned to them, and will conduct their investigations in the most discreet manner possible, always mindful not to endanger the reputation of any person under investigation.
- B. Investigators/Deputies will contact victims and witnesses promptly upon receiving an investigation, and will make every effort to apprehend the perpetrators and recover stolen property.
- C. There are a vast number of procedures to follow depending on the type of case an Investigator/Deputy may be investigating. For the purpose of this procedure, the following are generally accepted:
 - 1. Information development may come from an unlimited number of sources. These may include witnesses, victims, neighbors, friends, other agencies, pawnshop tickets, NCIC, previous reports, and informants. All information will be gathered in compliance with the policies and procedures contained in this manual.
 - 2. **Interviews:** As defined in Webster's Ninth New Collegiate Dictionary (1990 Edition), an interview is "a meeting at which information is obtained from a person and a report or reproduction of information is so obtained." Interviews may be conducted with persons that may have knowledge about a certain aspect of a criminal investigation.
 - 3. **Interrogations:** As defined in Webster's Ninth New Collegiate Dictionary (1990 Edition), an interrogation is "to question formally and systematically." Whether conducting interviews or interrogations, it will be the responsibility of an Investigator/Deputy to strictly conform to the Constitutional rights of a person being questioned.

4.04.03 Procedures for Conducting Interviews and Interrogations

- A. **Oral interviews:** May be done routinely to gather information for completing Incident Reports or Supplementary Reports relating to crimes and/or incidents.
- B. **Non-custodial interviews:** May be written on notepads, in statement form, and/or may be audio/video taped. The following should be documented when conducting these interviews:
 - 1. Name of interviewee.
 - 2. Address of interviewee.
 - 3. Phone number of interviewee.
 - 4. Interviewee date of birth.
 - 5. Date and time of interview.
 - 6. Narrative containing all pertinent information obtained.
- C. **Custodial Interviews and Interrogations:** May be written on a notepad, in

statement form, and/or may be audio/video taped. The following information will be documented when conducting a custodial interview and interrogation:

1. Name of interviewee.
2. Address of interviewee.
3. Phone number of interviewee.
4. Date of birth of interviewee.
5. Social security number or other ID.
6. Date and time interview is conducted.
7. Miranda warning signed and dated.
8. Time and date statement began and when completed.
9. Signature of interviewee (with a written statement, except those who refuse to sign).
10. Signature of interviewer with a written statement.
11. Signature and ID of any witness(s) with a written statement.

D. Narrative contents of any statement, whether a non-custodial interview or a custodial interview/interrogation, should answer as many of the following questions as possible, along with any other information that may be obtained:

1. What? (What happened?)
2. When? (When did it happen?)
3. Where? (Where did it happen?)
4. Why? (Why did it happen?)
5. How? (How did it happen?)
6. Who? (Who was involved?)
7. Which? (Which one did it?)

4.04.04 Interview Rooms

I. Purpose:

The purpose of this directive is to establish procedures and protocol when using rooms designated for interviews and interrogations.

II. Policy:

The Blount County Sheriff's Office will ensure the safety of all individuals who enter any of the rooms designated for interviews and interrogations.

III. Scope:

This policy is applicable to all sworn, non-sworn members of the Blount County Sheriff's Office as well as any other law enforcement official requesting to use these rooms.

IV. Procedures:

- A. Rooms designated for the purpose of interviewing complainants, victims and witnesses:
 - 1. Interview rooms 1 and 2 located on the second floor of the sheriff's office.
 - 2. The roll call room located on the first floor of the sheriff's office.
 - 3. The Criminal Investigations conference room located on the second floor of the sheriff's office.
 - 4. The Information Technology conference room located on the third floor of the sheriff's office.

- B. Rooms designated for the purpose of interviewing/interrogating suspects, detainees/inmates, or person who could evolve into a suspect:
 - 1. Interview rooms 1 and 2 located on the second floor of the sheriff's office.
 - 2. No other rooms located within in the sheriff's office shall be utilized for the purpose of conducting interviews/interrogations with suspects, detainees/inmates or person who could evolve into a suspect.

- C. Weapons control:
 - 1. When an interview or interrogation of a suspect, detainee/inmate, or a person, who could evolve into a suspect, is conducted in interview rooms 1 & 2, all law enforcement officials who enter the room will secure all weapons with the exception of O.C. Spray and/or the Taser.
 - 2. This will include all firearms, knives, and expandable batons.
 - 3. All weapons will be secured in the weapons lockers located in Criminal Investigations, in the law enforcement official's locked vehicle or in a locked office within the Sheriff's Office.

- D. Security concerns:
 - 1. All interview/interrogation rooms are located at the Sheriff's Office, which is located within the Justice Center. Entry to the Sheriff's Office is controlled by keypad entry or master key.

2. A security inspection of interview rooms 1 & 2 and the polygraph room will be made prior to its use and immediately afterward. Break rooms and restrooms will follow the same procedure when the need for these areas arises.
3. All suspects, detainees/inmates, or a person who could evolve into a suspect shall be searched prior to entry into the interview rooms, polygraph room, break room or restroom. This will not apply when the rooms are being utilized to interview a complainant, victim or witness.
4. No individual involved in an interview/interrogation or polygraph will ever be left unsupervised or unmonitored by audio/visual equipment. He or she will be escorted by a law enforcement official at all times if the need arises to be moved from one location to another.
5. Suspects, detainees, inmates that pose a threat to themselves or others will be restrained as soon as practical. They will not be restrained by securing them to fixed objects of any kind.

E. Personnel:

1. The number of personnel allowed to enter an interview room during the interview/interrogation of a suspect, detainee/inmate or a person who could evolve into a suspect, will be limited to two. This will not preclude others from entering the room to provide the interviewer or interrogator with additional information.
2. The law enforcement official conducting an interview/interrogation of a suspect, detainee/inmate, or a person who could evolve into a suspect will either be accompanied by another law enforcement official in the interview room during the process or another law enforcement official will monitor the interview/interrogation by audio/visual equipment located in Criminal Investigations.

F. Methods of summoning assistance:

1. All rooms designated for the purpose of conducting interviews/interrogations are equipped with telephones. In the event that assistance is needed, the interviewer/interrogator may use the following systems; use the telephone to dial 911, use the telephone to access the Sheriff's Office intercom system by dialing #10, use their assigned portable radio or use their cellular telephone.

2. Interview rooms 1 & 2 and the polygraph examination room are also equipped with a panic alarm system to summon assistance if needed.
- G. Equipment or items to be kept in the interview rooms:
1. All interview room locations will have tables, chairs, and a telephone within them. The conference rooms are utilized for many different functions other than interviews/interrogations.
 2. Law enforcement officials who are going to conduct interviews or interrogations in interview rooms 1 & 2 will ensure that all items not essential to the investigation, other than the listed items, are removed.
- H. Access to restrooms, water, or comfort breaks:
1. Law enforcement officials need to be cognizant of the time elapsed during an interview or interrogation to ensure that the individual's restroom, water, and comfort needs are being met.
 2. Individuals involved in interviews or interrogations will be provided access to water, restrooms and other needs that may arise. It may become necessary to provide female supervision for female detainees.
- I. Polygraph Examination Room:
1. The polygraph examination room is located on the second floor of the sheriff's office, and is used specifically for administering the polygraph test. This room contains only the essential items necessary to conduct the examination, including a desk, chairs and a telephone. In the event the polygraph examiner needs assistance he or she may use the telephone to dial 911, use the telephone to access the sheriff's office intercom system by dialing #10, their cellular telephone or use the panic alarm.
 2. This room will only be occupied by the polygraph examiner and the individual being tested. The law enforcement official or designee, who has requested the test of a suspect, detainee/inmate, or a person who could evolve into a suspect, will monitor the examination by audio/visual equipment located in the Crime Scene Unit office.
 3. All pre and post polygraph interviews with a suspect, detainee/inmate, or a person who could evolve into a suspect are conducted in interview rooms 1 & 2 only.

4.04.05 Physical Evidence at a Crime Scene

Collect and store evidence in a manner prescribed by the GO's relating to the collection and preservation of evidence (see GO 4.10).

4.04.06 Investigative Check Lists

Crime checklists contain questions that should be addressed during the conduct of any criminal investigation, and provide specific questions relating to different types of crimes. These lists are not intended to be inclusive, but serve instead as guides to investigations, the preparation of reports, and supervisory review.

4.04.07 Background Investigations

- A. During Background Investigations, Investigators must document intelligence on individuals applying for employment for the Sheriff's Office. This information will be stored in an investigative case file and will not be open for public inspection. Investigators handling such cases are responsible for ensuring this information is kept confidential and securely stored.

- B. Various sources of information are available in conducting background investigations. Potential sources include, but not limited to:
 - 1. Financial institutions.
 - 2. Business associates.
 - 3. Former employers.
 - 4. Utility companies.
 - 5. Informants.
 - 6. Intelligence reports.
 - 7. Public records.
 - 8. Criminal history.
 - 9. Other law enforcement agencies.
 - 10. Pawn shops.

- C. Information obtained in a background investigation will be reviewed by the appropriate supervisor and incorporated into a criminal case file or internal investigation file.

4.04.08 Surveillance

- A. Surveillance may be used in the investigation of a crime, or in response to vice, drug, and organized crime, or activities resulting from the gathering of criminal intelligence, when it is necessary to observe suspects or conditions in an unobtrusive manner. Surveillance may create additional information involving the investigated crime, gather additional intelligence information, or observe new crimes being committed. The following procedures should be followed:

1. Preplan for contingencies for emergency responses.
 2. Coordinate surveillance between Patrol and Criminal Investigations.
 3. Provide for required manpower.
- B. Enlist the aid of the community as required, and comply with state and federal laws that apply to the type of surveillance used.
- C. The Deputy Chief of Investigations, or designee, is responsible for controlling surveillance and undercover equipment owned by the Sheriff's Office. Prior to the loan of this equipment to any Investigators/Deputies, assurance will be made that planned use is appropriate, legal, part of an approved plan, and as requested on a Technology Request Form and that each participant knows how to both use and care for it.
- D. A report of surveillance activities and the data gathered as a result of surveillance activities will be documented on a confidential information form and submitted to the Deputy Chief of Investigations, who will ensure that the data is entered into intelligence files.
- E. Surveillance and undercover equipment will be used only for authorized law enforcement functions.

4.04.09 Task Forces

Occasionally, Investigators/Deputies may be assigned to participate in an internal investigative task force, or with members of other law enforcement agencies. Prior to engaging in internal or multi-agency task forces, the Deputy Chief of Investigations, or designee, will have a plan developed for an internal operation, or a written understanding or agreement developed with the other agencies involved that, at a minimum, will include the following:

- A. Identifies the purpose of a task force.
- B. Defines the authority of a task force.
- C. Explains responsibilities of the Sheriff's Office and its personnel in relation to a task force.
- D. Establishes accountability.
- E. Identifies resources that the Sheriff's Office and/or involved agencies will be expected to provide.
- F. Establishes criteria for evaluating the results of a task force and its continued operation.

4.04.10 Line-ups and Show-ups (Added June 18, 2009)

The purpose of this general order is to establish procedures to promote reliability of eyewitness identifications by eliminating suggestive behavior and to increase effectiveness in bringing investigations to a successful conclusion.

This directive shall consist of the following sections:

- I. Responsibilities and Procedures for Employees of the Sheriff's Office During Show-ups
 - II. Responsibilities and Procedures for Employees of the Sheriff's Office During Line-ups
 - III. Responsibilities and Procedures for Supervisory and Command Personnel
-
- I. Responsibilities and Procedures for Employees of the Sheriff's Office During Show-ups
 - A. Return of suspect to the scene of the crime for identification
 1. If a suspect is arrested within a reasonable amount of time of an alleged offense, and within an area reasonably proximate to the scene of the crime, they may be returned to the scene of the offense or the eyewitness shall be transported to the scene of the arrest for identification of the suspect.
 2. Even if the suspect has a weapon or tools similar to that used in the commission or goods similar to those taken in the alleged offense, Deputies may return the suspect to the scene for identification purposes. For example: there is a lookout for an armed robbery that has just occurred. One suspect was armed with a chrome plated .22 caliber pistol. Twenty minutes later and five blocks from the scene, an arrest is made of a man armed with a chrome plated .22 caliber pistol. He may be returned to the scene of the holdup or the witnesses may be transported to the scene of the arrest for identification of the suspect.
 - B. Presenting Suspect for Identification
 1. When presenting a suspect to the eyewitness for identification, employees shall instruct the eyewitness in how the show-up will be conducted.

2. When presenting a suspect to the eyewitness for identification, employees shall remain as neutral as possible consistent with their maintenance of custody and control over the suspect.
3. Employees shall neither say nor do anything which will convey to the witness that a suspect has admitted guilt, that property similar to that stolen has been recovered, that weapons similar to those used have been seized, or that the officer believes the suspect is guilty.
4. When a suspect is returned to the scene of a crime for identification, or when eyewitnesses are taken to the scene of the arrest, all witnesses shall view the suspect. When possible, each witness shall view the suspect independently, out of the immediate presence of the other witnesses.
5. This order does not bar the accepted procedure of transporting victims and eyewitnesses in police vehicles and cruising an area in which a crime has occurred in order to point out the perpetrator of the offense. If the officer should locate a suspect the officer shall not become involved in a vehicular pursuit with a victim or witness in the police vehicle. The officer may discharge a victim or witness from the police vehicle only in a safe place and must ensure that follow-up arrangements are made for the safe transportation of those persons prior to becoming involved in an attempt to apprehend the suspect.
6. When an arrest is made of a subject which is based in part on the description of distinctive clothing, the arresting employee shall request the Crime Scene Unit to take a color photograph of the prisoner. Transporting officers shall be alert to the possibility of prisoners exchanging clothing with other prisoners or discarding clothing prior to their being photographed by the Crime Scene Unit. In appropriate cases, such clothing may also be seized as evidence in the case.
7. The confidence level of the witness should be evaluated in terms of the witness' statements, conduct and other relevant observations.

C. Spontaneous Remarks

It is extremely important that the employee make written notes of any statements made by each witness viewing the suspect. In presenting a suspect to a victim or eyewitness, employees shall be alert for spontaneous exclamations or excited utterances or other reactions by the witness, since

employees can testify to these events in court and such testimony may enhance a subsequent in-court identification. These statements should be incorporated in the statement of facts of the case. The employee should also make note of any spontaneous exclamations, utterances, or other reactions to the witness by the suspect as the employee may be called upon to testify to these events in court. This information will be documented in a report.

D. Record of Information on Released Suspects

Before any suspect is released for lack of witness identification, a field interview card shall be completed to include the person's name, address, and any other relevant information to provide an official record for the Sheriff's Office.

E. The show-up and its results shall be documented in the narrative of the Incident Report.

II. Responsibilities and Procedures for Employees of the
Sheriff's Office during Lineups

A. Definitions

1. Physical Line-up: A display of individuals that includes the suspect and five (5) other individuals who are similar in appearance and who are presented to a witness for identification purposes.

2. Photo Line-up: An array of photographs of individuals that includes the suspect and five (5) other individuals who are similar in appearance that is presented on a single sheet of paper to a witness for identification purposes.

B. Employees are reminded that a line-up becomes the most critical point of the investigation. Line-ups must be conducted in compliance with Supreme Court decisions and applicable judicial standards.

C. Composition of Line-ups

1. In situations where there are two or more suspects, only one suspect shall be included in a line-up at a time.
2. Other persons included in the line-up should generally fit the witness's description of the suspect that is in the line-up.
3. In situations where there are two or more suspects placed in line-ups, each line-up should use different persons acting as "fillers" from one line-up to the next.

D. Physical Line-up Procedures

1. Physical line-ups are usually conducted at the Blount County Adult Detention Center, and necessitate the presence of the suspect's attorney, notification of the District Attorney General, and the procurement of at least four (4) persons similar in appearance to the suspect.
2. Physical line-ups will be videotaped so that there is verification and documentation of the procedures used to conduct the line-up.
3. Employees shall not permit witnesses of unsolved criminal cases to attempt to make an identification by attending the suspect's arraignment or preliminary hearing in court.
4. Employees, when requesting a line-up of this type, may present to the District Attorney General all available police reports of the case in which they wish to have the suspect viewed if needed.
5. Employees handling the cases shall be responsible for having all witnesses attend the line-up.
6. Witnesses shall view the line-up one at a time. If more than one witness to a particular crime is present, each shall view the line-up separately and independently. Witnesses shall not converse or otherwise communicate with each other until the last witness in the case has viewed the line-up.
7. If the suspect has retained counsel, counsel for the suspect appearing in the line-up will not be given the names of the witnesses who will view the line-up in the case involving his client, nor will any prior description of the suspect given to the police be made available by the employees.
8. At times it may become necessary to conduct "SPECIAL LINE-UPS" because of a subject with outstanding features who cannot be placed in a regular line-up. Some outstanding features would be excessive height, weight, age or any feature, which would tend to create a suggestive line-up.
9. The employee requesting a "SPECIAL LINE-UP" shall give all the pertinent information as to the subjects to be viewed, including name, sex, color, height, weight, and any other outstanding features this subject might have. This information will enable the employees conducting the line-up to create a fair and impartial line-up for this subject to stand in.

E. Photo Line-up Procedures

1. Photographs may be generated using photographs from sources such as the SOMS Records Management System, Tennessee Department of Safety, or other sources where available.
 2. The use of photographs for identification purposes prior to an arrest is permissible provided the suspect's photograph is grouped with photographs of at least five other similarly featured individuals. Photographic line-ups must be conducted in compliance with judicial standards.
 3. Photographs of the suspect and the other individuals will be randomly arranged for simultaneous presentation to the witness.
 4. When multiple witnesses are to view a photo line-up, the witnesses shall be separated and not in the physical presence of one another when viewing the line-up.
 5. When a witness identifies a suspect through the use of a photo line-up, the witness shall mark the photograph selected, sign and date the sheet of paper containing the photo line-up.
- F. The employee administering the line-up will give the witness instructions regarding the line-up. If there are multiple witnesses, the employee will separate the witnesses and give instructions to each witness regarding the line-up. Witnesses shall not be allowed to confer with one another either before, during, or after the viewing of the line-up.
- G. The employee administering the line-up will not provide any feedback to the witness that would lead the witness to conclude that any one particular person in the line-up is or is not the suspect.
- H. The line-up and its results will be documented in the investigative supplement Incident Report completed by the investigator. The marked, signed and dated photo line-up will be included in the investigative file.
- I. The confidence level of the witness should be evaluated in terms of the witness' statements, conduct and other relevant observations.

III. Responsibilities and Procedures for Supervisory and Command Personnel

- A. If the suspect has retained counsel, their counsel shall be given the date, time, place and nature of the offense prior to the beginning of the line-up by the official in charge of conducting the line-up.

- B. Prior to the beginning of a physical line-up, the official in charge will instruct all witnesses, employees and defense counsel as to the procedures of the line-ups and the responsibilities of all parties.

4.05 Vice, Drugs, and Organized Crime (Revised 12/18/02)

Investigations and the gathering of intelligence relating to vice, drugs, and organized crime activities can involve tremendous expenditures of time, money, and effort. Establishing criteria to evaluate the accuracy and credibility of criminal intelligence will assist the Sheriff and Chief Deputy in determining the scope and relative importance of vice, drug, and organized crime activities and how they should be investigated.

4.05.01 General

- A. Deputies may receive information on, or complaints regarding, vice, drugs, organized crime, or other matters of criminal intelligence that may require investigation. Vice, drugs, and organized crime activities, and areas of criminal intelligence interest, may include any of the following:
 - 1. Corruption, extortion, bribery.
 - 2. Illegal sale and distribution of liquor, tobacco, firearms, or controlled substances.
 - 3. Prostitution, pornography.
 - 4. Gambling.
 - 5. Theft/fencing rings.
 - 6. Loan sharking or labor racketeering.
 - 7. Terrorism, subversive activities, civil disorders.

- B. Deputies receiving such information, or taking a citizen complaint reference to any such activity, will prepare a Confidential Information Form that should include the following minimum information:
 - 1. Type of illegal/suspected activity, including location, names, and addresses of suspects involved, and information concerning the activities that would lead to the belief that vice, drugs, or organized crime activity is, or has, taken place.
 - 2. Complainant's name, address, and telephone number.
 - 3. Nature of the violation from the list above.
 - 4. Initially, reporting Deputies will conduct no preliminary or follow-up investigation, but will report to their Shift Supervisor, who will review the information and share it with the Patrol Captain or designee, who will send the information to the Deputy Chief of Investigations.

- C. The Deputy Chief of Investigations or designee will evaluate the accuracy and credibility of initial information and may discuss with the Sheriff and Chief Deputy the amount of effort appropriate to an investigation. Decisions for

determining which complaints are to be investigated will be based on the following factors:

1. Validity of the initial information.
 2. Criminal nature of the problem.
 3. Relative importance of the problem.
 4. Available leads.
 5. Investigative techniques required.
 6. Availability of resources.
 7. Possible operational problems.
- D. When complaints or information are received that clearly validates a criminal act has occurred a search of the case management system will be performed. In the event no match is found, a case number will be generated and a case file developed in the same manner as designated in GO 4.01.04, Case Management.
- E. Records and case files relating to active vice, drugs, and organized crime investigations will be maintained in a secure area in the Deputy Chief of Investigations's office separate from the central records system and other criminal investigation case files. Secured computer files, and access to this information will be restricted to those personnel authorized by the Sheriff.
- F. Intelligence relating to vice, drugs, and organized crime activities should be updated as information is developed, and hard copies purged annually. Information purged will be destroyed in a manner that ensures it is not retrievable by ordinary means. In-active or closed files will be archived.

4.05.02 Cooperation With Other Agencies

The Deputy Chief of Investigations will act as liaison and coordinate all Sheriff's Office communication and cooperation with other agencies regarding vice, drug, and organized crime investigations and activities.

4.05.03 Special Operations (Revised 08/01/2015)

- A. The Sheriff's Office capacity to conduct covert operations for the control of vice, drugs, and/or organized crime, or to conduct intelligence operations, is enhanced through the training of personnel and the acquisition of covert investigative equipment. Intelligence personnel and equipment are available for use on an as needed basis. As indicated in 4.04.07, Surveillance, the Deputy Chief of Investigations or designee will authorize the use of these resources based on the seriousness and urgency of the case investigation. Also, through cooperative relationships with federal, state, and local law enforcement agencies, or through use of local citizens, such covert operations as decoy, undercover, and surveillance activity can usually be effectively planned and accomplished.

- B. The Deputy Chief of Investigations or designee will be responsible for appointing a lead Investigator/Deputy or supervisor who will be responsible for the preparation of a written covert operation plan. The Deputy Chief of Investigations, or designee, will critique the plan prior to conducting the operation, making whatever changes necessary.

- C. The Sheriff's Office will follow certain established procedures for conducting vice, drug, and/or organized crime surveillance, undercover, decoy, and/or raid operations. Plan prerequisites will include, at a minimum, but not limited to, provisions for the following:
 - 1. Analyzing crimes, victims and suspects.
 - 2. Determining legal ramifications.
 - 3. Familiarizing Deputies with the objectives and details of an operation and the neighborhood or target area.
 - 4. Determining operational procedures for observation, arrests, surveillance, and high-risk entries.
 - 5. Supplying Deputies with expense funds as necessary.
 - 6. Establishing means of routine and emergency communication.
 - 7. Selecting equipment or vehicles.
 - 8. Providing relief, backup security, and perimeter protection for Deputies.
 - 9. Supplying Deputies with false identity, disguises, and necessary credentials.
 - 10. Maintaining overall confidentiality and cover.
 - 11. Obtaining authorization for the operation and the possible use of force.
 - 12. Designating a single person as supervisor and coordinator.
 - 13. Providing close supervision.
 - 14. Making contact with suspects.
 - 15. Searching for and seizing evidence and/or contraband.
 - 16. Requesting medical assistance.
 - 17. Obtaining coordination and assistance from others, both inside and outside of the Sheriff's Office.

- D. The Deputy Chief of Investigations, or designee, will conduct a debriefing after each operation to identify problems and to determine any changes in future operational planning. The lead Investigator/Deputy should complete an After Action Report immediately after each operation.

- E. The Deputy Chief of Investigations will maintain a continuous foundation of knowledge concerning vice and organized crime activities in and near Blount County, and will brief the Sheriff and Chief Deputy at least monthly on the status of these activities, noting specific, significant increases or decreases in known or suspected activity levels. The Deputy Chief of Investigations will inform the Sheriff and Chief Deputy on citizens complaints relating to vice, drugs, and/or organized crime, and actions planned or taken in response to these complaints, including investigations and arrests.

- F. The Deputy Chief of Investigations or designee is responsible for maintaining liaison with federal, state, and local law enforcement agencies for the exchange of intelligence information and for the planning of any joint investigative activities. Within these duties, personnel may be assigned to cooperating federal agencies to work as Task Force Officers (TFO's) on long term cases such as, vice, drugs and organized crime. Personnel should rely on these resources when gathering intelligence on cases that they are involved and shall confer with them for deconfliction when becoming involved in a case that pertains to vice, drug, or organized crime, especially if it pertains to a deputy working in an undercover capacity. All deconflictions should be documented as follows:
1. All information to be deconflicted should be submitted to a TFO. That officer will perform the deconfliction activity with the cooperation of any participating federal agency through the use of their established system. The TFO will then enter the information in the deconfliction log that is maintained by the 5th Judicial Drug Task Force.
 2. The log of all deconflictions shall be made available to the Deputy Chief of Investigations and/or his designee when requested.

4.05.04 Confidential Funds

The nature of operation relating to vice and organized crimes requires the expenditure of funds that can include payment to informants, purchasing contraband as evidence, and use of "flash" money. The Deputy Chief of Administration controls these funds after the Sheriff has approved their use (see GO 5.07, Fiscal Management).

4.06 Criminal Intelligence

The Deputy Chief of Investigations or designee is responsible for managing a criminal intelligence function within the Sheriff's Office established to manage the collection, analysis, and distribution of data concerning those individuals, groups, businesses, and situations that, by their nature or intent, are involved in unlawful activity, and to develop and maintain liaison with other local, state, and federal agencies charged with similar responsibilities.

4.06.01 Scope of Criminal Intelligence Activities

- A. Those assigned responsibilities for criminal intelligence activities will gather, analyze, maintain, and distribute according to legal and ethical guidelines, data concerning those individuals, groups, businesses, and situations in which there is a reasonable possibility that they will tend to, any of the following:

1. Violate the constitutional rights of another individual or group through unlawful means.
2. Employ or advocate violence against government agencies, their operations, employees or officials.
3. Cause or advocate violence against political, religious, racial, or ethnic groups.
4. Instigate civil unrest, assaults, destruction of property, or involve deliberate and concerted illegal behavior as a form of protest.
5. Focus significant national or international attention should violence or disorder occurs.
6. Be involved in organized vice, drug, fencing, or other illegal activity.

B. Examples of activities to be monitored:

1. Terrorism.
2. Hate crimes.
3. Civil disorders.
4. Marches, meetings, parades, and demonstrations.
5. Organized vice/drugs activity.
6. Youth/street gang activity.
7. Strikes and job actions.
8. Outlaw motorcycle gangs.
9. Career and habitual criminal offenders.

C. Intelligence information collected will be limited to criminal conduct and/or activities that present a danger or threat to the community. Information suggesting a subject's political or religious preferences, associations, or opinions will not be included in intelligence files unless there is a direct connection to criminal or subversive activity. Any other information deemed important by the Deputy Chief of Investigations may be included in investigative files.

4.06.02 Sources of Information

- A. **Overt Sources:** Information may be gathered from sources where the protection of the source is not critical. Overt sources include media articles and other non-news sources to which the public has free access, and include public records, law enforcement records, fliers and leaflets, and underground publications.
- B. **Covert Sources:** Information may be gathered from sources where the protection of the source is critical. Covert sources may include, but not limited to:
1. **Confidential Informant:** When a member of the Sheriff's Office develops a confidential informant that will likely be used in the future, they will be processed in accordance with GO 4.07. Information maintained in an informant's file will be classified as *SENSITIVE*, and will maintain solely in the office of the Deputy Chief of Investigations.
 2. **Casual Informant:** When a member of the Sheriff's Office develops a

confidential informant that will likely be used in the future, they will be processed in accordance with GO 4.07. Information maintained in an informant's file will be classified as *SENSITIVE*, and will maintain solely in the office of the Deputy Chief of Investigations.

3. **Covert Surveillance:** Electronic, photographic, audio/visual, or any other surveillance method or technique, will be conducted only with the prior approval of the Deputy Chief of Investigations as prescribed in GO 4.04.07.
4. **Undercover Agents:** Undercover personnel will be used for intelligence gathering purposes only where other methods or techniques have failed, and no other means is available for developing the needed data. No undercover agent will be used without the prior approval of the Deputy Chief of Investigations, the Chief Deputy, and the Sheriff. Deputies acting in an undercover capacity will report to and be monitored by their supervisors for evaluation and review purposes. It is the supervisor's responsibility to pass on all pertinent information to the Chief Deputy and Sheriff through the proper chain of command.

4.06.03 Evaluation of Information

When criminal intelligence information is received, it will be reviewed and evaluated by the Deputy Chief of Investigations, or designee, as to its source reliability and content validity prior to filing.

A. Source Evaluation

1. **Reliable:** The source's reliability is unquestioned or has been well tested in the past.
2. **Usually Reliable:** The source's reliability can usually be relied on as factual. The majority of past information has proven to be reliable.
3. **Unreliable:** The source's reliability cannot be relied upon as factual, or is sporadic at best.
4. **Unknown:** The source's reliability cannot be judged. The authenticity or trustworthiness of the source has not been determined by either experience or investigation.

B. Content Validity Evaluation

1. **Confirmed:** The information has been corroborated.
2. **Probable:** The information is consistent with past accounts.
3. **Doubtful:** The information is inconsistent with past accounts.
4. **Cannot be Judged:** The information cannot be evaluated.

C. Information Classification

1. Information retained in criminal intelligence files is classified to indicate the degree to which it must be kept secure. In some cases the sender of

documents will have classified documents. In such cases, the Deputy Chief of Investigations must take care to review the material and assign a security classification not below that given by the senders.

2. The classification of intelligence data is subject to continual change. The passage of time, the conclusion of investigations, and many other factors may affect the security classification assigned to particular information. Documents retained in the criminal intelligence files must be reviewed on an ongoing basis to ascertain whether a higher or lesser degree of security is required to ensure that the information is released only when and if appropriate.
3. The appropriate security classification must be either stamped or boldly written to items secured in criminal intelligence files. The security classifications will be as follows:
 - a. **Sensitive:** Assigned by an investigating Deputy after consultation with the Deputy Chief of Investigations, and is given only to information that relates to:
 - 1) Significant law enforcement cases currently under investigation.
 - 2) Public corruption.
 - 3) Informant identification information.
 - 4) Documents that have been designated sensitive by other law enforcement agencies.
 - 5) Criminal intelligence reports that require strict dissemination and release criteria.
 - b. **Confidential:** Assigned by an investigating Deputy after consultation with the appropriate Commander and is given to the following information:
 - 1) Criminal intelligence reports that are not designated sensitive.
 - 2) Information obtained through information channels not classified as sensitive and for law enforcement use only.
 - 3) Documents that describe ongoing Investigator projects and open investigations.
 - 4) Documents that describe law enforcement strategies and techniques.
 - 5) Documents that have been designated confidential by other law enforcement agencies.
 - c. **Restricted:** Assigned by an investigating Deputy after consultation with the Deputy Chief of Investigations, and is given to information that at an earlier date was classified as sensitive or confidential, and the need for high level security no longer exists, or non-confidential information prepared for or by other law enforcement agencies.
 - d. **Unclassified:** Assigned by an investigating Deputy after consultation with the Deputy Chief of Investigations, and is used to identify information of a public information.

4.06.04 Storage and Security of Criminal Intelligence Information (Revised 10/30/2015)

A. Criminal Intelligence File Categories

1. **Working File:** The receiving phase of all newly acquired data. The Deputy Chief of Investigations, or designee, will review the new data for its acceptability to criminal intelligence files. All new criminal intelligence received will be entered into a secure intelligence database.
2. **Temporary File (Hard Copy):** Includes individuals, groups, vehicles, businesses, etc. that have been identified by one or more distinguishing characteristics, or is suspected in criminal involvement. Individuals, groups, vehicles, businesses, etc. and situations are given temporary file status only in the following situations:
 - a. The subject is unidentifiable because there are no physical descriptors, identification numbers, or distinguishing characteristics available.
 - b. The subject's involvement in criminal or gang activities is questionable.
 - c. The subject has a history of criminal or gang conduct, and the circumstances afford him or her an opportunity to again become active.
 - d. The reliability of the information source and/or the validity of the information content cannot be determined at the time of receipt.
 - e. The information appears to be significant and merits temporary storage.
 - f. The retention period for temporary files is 2 years, during which time effort is made to secure additional information. If the information remains in the temporary file at the end of 2 years with no update information added, and no information is available, the information is purged and destroyed.
3. **Electronic File:** Includes individuals, groups, vehicles, businesses, etc. will be entered into a secure intelligence database where it is retained indefinitely.

B. Security of Criminal Intelligence Files

1. In order to maintain the physical security of criminal intelligence files, the following policies are implemented:
 - a. Criminal intelligence files will remain separate from other Sheriff's Office files and records.
 - b. Access to the Deputy Chief of Investigation's office and the criminal intelligence files will be limited to individuals approved by the Deputy Chief of Investigations.
 - c. Nothing in this section is designed to restrict any internal administrative audit of the intelligence function.

2. In order to establish accountability and maintain the security of criminal intelligence files, information will be released to law enforcement agencies and their personnel only on a right-to-know authority and a need-to-know responsibility.
 - a. **Right-to-Know:** The requestor has official capacity and statutory authority to the information being requested.
 - b. **Need-to-Know:** The information requested is pertinent and necessary to the requestor in initiating, furthering, or completing an investigation or operation.

4.07 Informants (Revised 10/30/2015)

An informant is an individual who provides useful information concerning criminal activity and who expects some kind of return, or an individual who, on multiple occasions provides information out of a sense of obligation to help law enforcement and the community. Investigators and patrol deputies are encouraged to develop informants if the opportunity presents itself and will follow these procedures. All informants use shall be approved by the Deputy Chief of Investigations or designee.

4.07.01 Definitions

Confidential Informant: A confidential Informant is an individual who acts as a source of information for deputies by means of active participation in a case and as directed and supervised by the deputy that is in charge of the investigation.

Casual Informant: A Casual Informant is an individual who acts as a source of information for deputies by means of only supplying information and does not actively participate in anyway.

Return: Return is defined as payment in money or assistance in dealing with the District Attorney General's Office or the courts in terms of charges, pleadings, or sentences.

4.07.02 Master File

A. The Deputy Chief of Investigations will be responsible for the security of all informant master files and related codes.

B. The Deputy Chief of Investigations will store all master informant files in a secure area.

C. Access to informant files will be only by permission of the Deputy Chief of Investigations, the Chief Deputy, Sheriff or their designee.

4.07.03 Informant File

Each deputy who wishes to develop and use an informant shall prepare an informant file as follows:

A. On the front of the file, place a unique number that will be referenced instead of the informant's name.

B. Informant packages shall be maintained in a red file folder and contain the following information:

1. Biographical and background information such as name, alias's, address, telephone numbers, known acquaintances, and/or habits.
2. Photos of the informant
3. Criminal histories
4. Record of any payments made

C. If an informant is approved for use, it shall be the responsibility of the Deputy and/or Investigator to maintain control of the informant's activities. This should at a minimum include regular contact with the informant and any change in address, phone numbers, etc. Every contact shall be noted in the informant file on the contact sheet to include the date and reason of the contact.

4.07.04 Methods to Protect Identity

A. The informant identification number shall be used in place of the informant's name on all documents relating to an investigation. The only exception is when an informant receives money and signs the receipt for payment.

B. Informant identification numbers for confidential informants shall be formulated by the informant's date of birth being numerically noted backwards (i.e. 02/24/1970/ CI# 702402).

Informant identification numbers for Casual Informants shall be formulated by the informant's date of birth being numerically noted backwards proceeded by a "C" (i.e. 02/24/1970/CI# C702402).

C. Deputies and Investigators should carefully consider the possibility of being required to identify an informant in a courtroom and possibly placing him or her in jeopardy.

D. An approved informant file will at no time, leave the office and/or be disseminated in any way, to include making copies of a part or whole for any reason without the express approval of the Deputy Chief of Investigations.

4.07.05 Payment of Informants

A. No payment will be made to any informant until his or her reliability has been established and must be done with at least two (2) Deputies or Investigators present.

B. The Deputy Chief of Investigations or designee will determine the amount of payments to be issued, if any.

C. A copy of all (Form A-5) payments to informants shall be placed in the corresponding informant file. Each payment shall be documented inside the informant package on the payment log.

D. The amount of funding for informant payments is limited. The Deputy Chief of Investigations or designee will consult the Deputy Chief of Administration on the availability of funding prior to making requests for confidential funds. (See G.O. 5.07)

4.07.06 Juvenile Informants

A. Deputies and Investigators will use juvenile informants only when necessary, and will notify the Deputy Chief of Investigations or designee prior to engaging the assistance of a juvenile as an informant in any investigation.

B. When a juvenile is used as an informant, an authorized release will be obtained from the parent, legal guardian, and a juvenile court judge as required by *TCA 39-15-413*. This release can be written by the requesting Deputy and signed by the parent, legal guardian, or juvenile court judge.

C. Deputies will protect juvenile informants from physical harm and should not place them in possible danger. The parent, legal guardian, and juvenile court judge will always be kept informed of the activities of a juvenile informant.

4.08 Death Investigations

The Blount County Sheriff's Office is routinely required to conduct suspicious death investigations as directed by *TCA 38-7-108*, that require the expertise of medical, legal, and law enforcement professionals. The members of the Sheriff's Office charged with conducting these investigations do so as part of an investigative team that includes representatives from the Fifth Judicial District Attorney General's Office and the Blount County Medical Examiner's Office. To ensure that each investigation receives the full benefit of all information gathered by the respective agencies, it is the policy of the Sheriff's Office that a review of all death investigations be conducted on a monthly basis. This review will be conducted using a team approach, with Sheriff's Office Investigators as well as representatives from the Attorney General's office and the Blount County Medical Examiner's Office in attendance.

4.08.01 Notification

A. Upon conducting a death investigation, the lead Investigator will notify his/her supervisor and the On-Call Medical Examiner of the investigation.

- B. In as timely a manner as possible, the lead Investigator will forward, in writing, a synopsis of the facts of a death investigation, including circumstances surrounding the death, a copy of an autopsy order (if applicable), an Incident Report, and any other information the Investigator feels necessary to the Death Investigation Review Team Coordinator or designee.
- C. The Death Investigation Review Team Coordinator or designee will then compile all reported information and forward copies to the Attorney General and Medical Examiner for review not later than one week prior to the next scheduled meeting.

4.08.02 Schedule

- A. The Death Investigation Review Team will meet on a monthly basis. At the conclusion of each meeting, the next meeting date will be scheduled.
- B. Meeting dates will be distributed as soon as possible. Copies will also be forwarded to the Patrol Captain, Deputy Chief of Investigations, and command staff.
- C. If there are no open death investigations within one week prior to the scheduled review, the review may be cancelled and appropriate notifications will be made.

4.08.03 Attendance

- A. Attendance is mandatory for all Sheriff's Office personnel who have submitted notification to the Death Investigation Review Team Coordinator, unless, due to unusual circumstances, attendance is not possible, in which case advance notice along with reason(s) for absence will be given to the Team Coordinator.
- B. If used in an investigation, Crime Scene Investigators should also attend. If unable to do so, copies of all Crime Scene Investigator activity reports, photographs, and other pertinent information should accompany the attending Investigator.

4.08.04 Review Guidelines

- A. All cases will be discussed and assessed. If additional investigation is required, every effort will be made to complete the required follow-up investigation prior to the next scheduled review.
- B. If an investigation is incomplete due to delays in laboratory results (or other reason), the case will be resubmitted for review upon receipt of the required information.
- C. The team will be in agreement as to the conclusion of an investigation prior to the review being deemed final and the case disposed of.

4.08.05 Case Disposition

- A. Upon finalization of a review, an investigation report will be completed and forwarded as appropriate. The narrative section of the report will include the date and conclusion of the Death Investigation Review Team.
- B. No death investigation will be closed prior to review by the team.

4.09 Polygraph Examinations

The polygraph examination is a valuable investigative tool when used in conjunction with, but not as a substitute for, a thorough investigation. The polygraph may be employed to: corroborate or refute statements; assist in investigative leads; narrow or focus criminal investigations; serve to screen candidates for positions with this or other criminal justice agencies; and, assist in the conduct of internal investigations.

4.09.01 Definitions

- A. **Polygraph** - The term literally means “many writings,” and refers to the manner in which certain physiological activities are simultaneously recorded. The instrument used will record respiratory activity, galvanic skin resistance or conductivity, and cardiovascular activity that will be recorded while a person undergoes questioning in an effort to obtain truth or deception.
- B. **Polygraph Examination** - The examination will include a period referred to as a pre-test, in test (collection of charts and test data analysis), post test (interrogation).

4.09.02 Qualifications of Polygraph Examiners

Personnel assigned as polygraph examiners will meet the following requirements:

- A. Successfully complete a basic course of polygraph instruction at a school accredited by the American Polygraph Association.
- B. Maintain and demonstrate proficiency as an examiner and satisfy established quality assurance procedures in the conduct of these examinations.
- C. Complete the necessary training as stated in TCA and advanced polygraph training presented by the Tennessee Polygraph Association or the American Polygraph Association annually.
- D. Conduct polygraph examinations in a manner reflecting the highest standards of ethical conduct as a polygraph examiner and as a law enforcement officer.

4.09.03 Polygraph Test Environment

- A. Tests and interviews will be conducted in a clean, neat environment free of audible and visual distractions.
- B. Examiners will be neat and well groomed.
- C. Weapons may be worn but not openly displayed.
- D. Certificates or diplomas may be displayed in the examination room, but not in such a manner that they are in the line of sight of a subject during the testing phase of the examination.

4.09.04 Requesting a Polygraph Examination

- A. The Sheriff, or designee, may request a polygraph examination from the Sheriff's Office's authorized polygraph examiner.
- B. Situations in which an authorization for a polygraph examination may be requested and approved include, but not limited to:
 1. Orders for examination from a Blount County Court of Record.
 2. Request from another law enforcement agency to assist in investigative efforts.
 3. Requests from the District Attorney General's Office as part of an agreement with the defense attorney for investigative purposes.
 4. An element of a background investigation for a candidate for employment with the Sheriff's Office.
 5. Requests from other authorized criminal justice agencies.
 6. Efforts to confirm or refute an allegation that cannot be verified or disproved by other evidence.
 7. Efforts to establish probable cause to seek a search warrant.
 8. Part of an administrative or criminal internal investigation of an employee of the Sheriff's Office or another criminal justice agency consistent with this policy.
- C. Submission to a polygraph examination must be a voluntary action, with the exception of probationers required to take examinations as a condition of probation, or employees of the Sheriff's Office formally directed to take an examination as part of an internal investigation. In all other cases, polygraph examinations shall not be administered without the subject's written approval and waiver of rights.
- D. The polygraph should not be used to verify a victim's allegation without sufficient grounds for suspecting that the victim has given false or misleading statements. This applies to all victims except those alleged victims of sexual assault.
- E. Polygraph examinations will be conducted for other requesting law enforcement

agencies with the approval from the Sheriff or Chief Deputy.

- F. Not less than 3 hours will be scheduled for an examination, and not more than 2 appointments will be scheduled daily. Only exceptional circumstances may dictate the consideration of a third examination in a day.

4.09.05 Preparing for Administration of a Polygraph Examination

- A. The requesting officer is responsible for providing the examiner with information concerning a case, such as copies of probation reports, case files, crime and investigative reports, criminal and driving records, statements made by the subject, and any other known pertinent information.
- B. Should the subject be unable to speak English, arrangements for an interpreter will be made. Should the subject be hearing impaired, a sign language interpreter will be present during the examination.
- C. A subject will not be given a polygraph examination immediately after an extensive, accusatory interrogation. If a subject indicates they do not want to be examined, his or her wish will be granted.
- D. Persons under the age of 13 will not be given an examination. Persons under the age of 18 will not be scheduled for an examination until formal written and informed consent has been obtained from the individual's parent or legal guardian.
- E. Persons will not be scheduled for a polygraph examination when any of the following conditions exist:
 - 1. Fatigued or in ill health.
 - 2. Physically injured or in pain.
 - 3. Under the influence of alcohol or drugs.
 - 4. Recent physical or emotional trauma.

4.09.06 Conducting Polygraph Examinations

- A. Only American Polygraph Association polygraph examiners will administer polygraph examinations.
- B. During pre-test activities for criminal and probation polygraph examinations, the examiner will make inquiries about the following:
 - 1. Subject's name.
 - 2. Date of birth.
 - 3. Address.
 - 4. Current employment status and previous employment.
 - 5. Family background.

6. Education.
 7. Previous polygraph experiences.
 8. Military service.
 9. Arrest information.
 10. Medical information, medications, drug experiences, alcohol usage, present health, physical problems, psychiatric problems, heart problems, and/or allergies.
 11. Probation experiences.
- C. This information is used to determine the suitability of the examinee to take the polygraph examination and to determine anything that might adversely affect the examination.
 - D. The issue under investigation will also be discussed with the examinee. Information concerning the examinee's knowledge of the issue will be elicited as well as the claimed source of that knowledge.
 - E. The interview will not be conducted in an accusatory manner. If major discrepancies are uncovered during the interview, the examiner may attempt to resolve those discrepancies before attempting the examination.
 - F. The theory and components of the polygraph will be discussed in a manner understandable to the subject.
 - G. The examiner will answer questions from the examinee about the examination prior to the collection of charts.
 - H. The examiner will not conduct a polygraph examination if it is felt, for any reason, that an unbiased examination cannot be given.
 - I. Where appropriate, the examiner will read *Miranda* rights to a subject and explain the voluntary nature of the test. The test will not be voluntary for probationers ordered to take the examination as a condition of probation. The examiner will obtain a signed consent prior to the examination, and a signed waiver of rights.
 - J. The examiner will develop all questions used in the examination. An arresting officer or referring agent may suggest areas they are concerned about, but final wording of the questions are at the discretion of the polygraph examiner. Each test question will be reviewed with the person being tested prior to the examination. Only techniques that have been taught to the examiner will be used during the examination. The basic structure of a particular technique will not be altered. Question function and sequence will be in keeping with the technique employed.
 - K. All charts will be marked with an identifying case number or file number, the name of the examinee, the date of the examination, and the signature or initials of

the examiner.

- L. The polygraph operator will render an opinion regarding the outcome of the examination. The following conclusions can be rendered:
 - 1. No deception indicated.
 - 2. Deception indicated.
 - 3. Inconclusive.
- M. These opinions cannot be rendered without at least the collection of 3 charts. Opinions will be based on a standardized system of numerical evaluation or other formalized procedure validated through research.

4.09.07 Post-Test Activity

- A. The examiner will advise the examinee of the outcome of the examination in such a way that they will be completely understood.
- B. An interrogation will follow should a “deception” conclusion be rendered. This phase will not be included when a prior agreement not to include this phase was agreed to prior to the examination. The examinee will be given an opportunity to explain the recorded reactions indicating deception. No interrogation will occur should no deception indicated be the conclusion.

4.09.08 Victim Polygraph Testing

- A. At no time will the victim of a crime be tested before the accused perpetrator is tested. Should the suspect decline to take a polygraph examination, a victim could then elect to take an examination. Victims will not be scheduled for an examination if adequate physical evidence exists to support their allegations.
- B. Victim polygraph examinations may be conducted only after an investigation in which fact and circumstances are called into question, and testimony of the parties involved is conflicting.
- C. Polygraph testing of victims may be appropriate when physical evidence or testimonial evidence indicates the victim may not be telling the truth.
- D. The victim is advised of their individual rights against self-incrimination.
- E. Relevant questions should be asked in such a way that the victim might answer them yes. Research has shown this method provides more conclusive findings and less confusion.
- F. If a suspect has not been identified and information from independent sources indicates the incident may not have occurred, it would be appropriate to request

the victim to undergo a polygraph examination.

- G. Control questions should still be used that elicit a “no” response. The controls should revolve around lying and should be separate from the incident.
- H. The polygraph examiner will be provided with all documents, reports, or other data he deems necessary. The decision of the polygraph examiner as to the suitability of the case, and individual for examination, will be final.
- I. The examiner should always remember the victim is still a victim until the facts, circumstances, and charts prove otherwise.

4.09.09 Pre-Employment Screening

- A. The sole purpose of a pre-employment polygraph interview is to professionally verify information given to gain employment.
- B. A pre-employment polygraph examination will only be conducted if the applicant has been offered a job with the Sheriff’s Office or other approved criminal justice agency.
- C. Questions by polygraph examiners should dwell on issues least likely to be resolved by background investigations. The following are minimum question areas for pre-employment polygraph screening:
 - 1. Illegal drug/substance (use and sale).
 - 2. Employment theft (merchandise and money).
 - 3. Criminal acts (undetected crimes, deviant sex, target of investigations).
 - 4. Truthfulness (omissions and falsifications).
 - 5. Employment history (complete and accurate).
 - 6. Bribes (accepting and soliciting).
 - 7. Gambling (blackmail activities and gambling debts).
 - 8. Subversion (sabotage and access to confidential information).
 - 9. Perjury/false statements (lie under oath and false reports).

4.09.10 Records and Reports

- A. The polygraph examiner will keep a running log of all examinations conducted during his or her course of employment. The examiner will maintain constant calculation of the number of deceptive, non-deceptive, and inconclusive findings. The examiner will also maintain records of confessions obtained from deceptive polygraph examinations.
- B. The polygraph examiner will maintain copies of each polygraph report together with polygraph charts and all allied papers for a period of 5 years, and indefinitely in capital cases.

- C. Pre-employment examinations, polygraph reports and charts will be maintained in a secure storage location separate from criminal polygraph files. State law governs the duration of storage and stipulations for release of information.

4.09.11 Equipment

- A. Polygraph instruments used will be of commercial manufacture and have no fewer than 3 functioning recording channels.
- B. Calibration charts and maintenance logs will be maintained at the instrument's location or with case files. Calibration checks of instruments should be conducted at least annually and, when possible, if the instrument is moved to a different location.

4.10 Collection and Preservation of Evidence

The effective exercise of responsibility in the investigation of crime and the prosecution of offenders requires that information be obtained through the application of scientific knowledge and methods. There is no practical alternative. Research has clearly shown that physical evidence must be identified, collected, and preserved properly, and transmitted to a laboratory promptly if laboratory support resources are to be used effectively.

The steps in processing evidence must be observed, and evidence must be handled with the utmost caution and care, to ensure that any case includes every aspect necessary to bring it to trial and/or to conclusion.

4.10.01 Crime/Accident Scene Processing

- A. A Deputy responding to a crime/accident scene will determine if the processing of a scene may require skills and techniques exceeding their abilities. If so, he or she will notify the Shift Supervisor that the presence of an Investigator, Crime Scene Investigator, or a traffic accident re-constructionist is required. If an Investigator and/or Crime Scene Investigator are required, the Shift Supervisor will notify the appropriate personnel.
- B. Investigators, Crime Scene Investigators, and/or accident re-constructionists are available on a 24 hour basis to process crime/accident scenes as needed. The response time should be affected within 1 hour, at which time an Investigator, Crime Scene Investigator, and/or accident re-constructionist will advise Deputies on how to proceed until they arrive.

4.10.02 Collection of Known Standards for Comparison

- A. When the following types of physical evidence or trace evidence are collected from a crime scene, a known standard sample must be collected for comparison

by the crime lab. The types of evidence include, but is not limited to:

1. Blood
 2. Hair
 3. Saliva
 4. Paint
 5. Glass
 6. Wood
 7. Metal
 8. Soil
 9. Tool marks
 10. Footwear
 11. Fibers
- B. An exception to the above rule will be made in cases of rape or assault where DNA may be present (blood, hair, and saliva) in evidence collected. Information on this evidence will be entered into a database to be used in solving serial pattern crimes.
- C. The location from which the samples are taken is critical for the crime lab and should be documented on the lab report.
- D. Standards for comparison will be collected in accordance with procedures established by the crime lab and approved in the Tennessee Rules of Evidence Manual.

4.10.03 Processing Crime Scenes (Revised May 30, 2003)

- A. The responsibility for securing, protecting, and processing crime scenes will be as follows:
1. When processing a crime scene is required to complete a preliminary investigation, the responding Deputy may process the scene when an Investigator or Crime Scene Investigator is not required. In this case the responding Deputy will assume responsibility for the processing.
 2. If an Investigator is assigned, the assigned Investigator will assume the responsibility for the investigation.
 3. For crimes of a very serious nature, such as a homicide or an incident where multiple deaths occur, a minimum number of personnel may be assigned to process the scene under the supervision of a Criminal Investigations supervisor.
 4. If a Crime Scene Investigator is assigned to process a crime scene where no Investigator is needed, the assigned Crime Scene Investigator will process the scene at the direction of the responding Deputy and they will assume responsibility for the processing.

- B. A responding Deputy will ensure that entry to a crime scene is limited only to those assigned to process the scene to ensure the scene is processed according to the following:
1. The area to be processed is fenced off with highly visible rope, or crime scene tape, to include an inner and outer perimeter. The inner perimeter will be the immediate crime scene that is to be processed. The outer perimeter will be established at a distance required to exclude the general public and unnecessary personnel.
 2. The names of all persons who have entered the inner perimeter, the time they entered and exited the scene, and the reason for their entry will be documented.
 3. Only personnel involved in medical treatment should be in the inner perimeter, and they should be confined to the immediate area where treatment of a victim(s) is in progress.
 4. Persons allowed to be in the designated inner perimeter will be cautioned not to touch, move, or alter any part of the crime scene. Protective equipment should be worn, and is mandatory where there is a threat of being exposed to any blood-borne pathogens.
 5. Members of the news media will be required to maintain a position outside the outer perimeter during processing.
 6. Necessary photographs will be taken of the scene, or the scene may be video taped.
 7. Sketches and diagrams of a crime scene will be made, as appropriate, detailing locations, positions, and distances of all pertinent objects.
 8. All potential evidence will be photographed, collected, and placed in labeled containers, and the custody of all evidence will be the responsibility of a Crime Scene Investigator, or designee, who will sign the chain of custody form(s) on the container.
 9. The Crime Scene Investigator responsible for processing a crime scene will submit all evidence to the Property and Evidence Custodian, or designee, after completing all requests for analysis or comparison.
- C. In any arrest or investigation for driving under the influence of alcohol and/or drugs, the appropriate DUI kit for collecting blood or urine will be used if a sample is taken. A blood specimen must be placed in the vacuum tubes containing an anti-coagulant provided in the kit. Blood for the purpose of determining alcohol content may be drawn only by a physician, registered nurse, or qualified medical technician. Blood must be collected within 2 hours of a violation.
- D. Urine specimens will be collected in the tubes provided, and the collecting Deputy must witness the collection of the urine sample.
- E. The TBI Crime Lab Request Forms that accompany each kit must be properly completed and accompany the sample to the TBI lab. Follow the instructions on

- how to properly seal the package and place it in the appropriate evidence storage location. A copy of the completed form should be attached to the outside of the package.
- F. Before returning to regular patrol duties, the Deputy will place the sample in the appropriate storage location. The next business day, the Property and Evidence Custodian, or designee, will examine the kits to make sure they are packaged correctly, and that forms are properly completed, will log the evidence, seal the container in a proper package for transportation to the TBI Crime Lab at least weekly.
 - G. The following procedures will be used in collecting blood and/or other body fluids at crime scenes:
 - 1. Crime Scene Investigators, or other Deputies assigned to collect evidence, must wear appropriate personal protection equipment.
 - 2. Blood, urine, semen, and other body fluids will be collected at a crime scene where they are found. These items must be tagged with a red Biohazard emblem.
 - 3. All specimens collected will be marked, sealed, and tagged as appropriate to identify and preserve them for analysis.
 - 4. All specimens collected in liquid form will be maintained in a Property/Evidence Room refrigerator.
 - H. Wet clothing collected as evidence should be dried in an appropriately secure area. As soon as the evidence is dried it will be marked, sealed, and tagged. Documents that are wet for any reason will be handled in the same manner as wet clothing.
 - I. Prior to submitting as evidence any hypodermic needles or other sharp objects that may have body fluids on them, a Deputy should place them in an appropriate puncture-resistant, leak proof container with a red biohazard label affixed. Any other needles or sharp objects that are not of a forensic evidentiary nature will be disposed of as soon as practical in an Adult Detention Center Medical Unit's biohazard container.

4.10.04 Crime Scene Photography

- A. Photography/video taping of a crime/accident scene, and any other incidents, is the responsibility of an investigating Deputy, who will photograph all aspects of a crime/accident scene or incident using photography or video equipment supplied by the Sheriff's Office. The following situations will require the use of photographic/video equipment:
 - 1. Homicide
 - 2. Rape, abduction, or kidnapping

3. Investigation of excessive force
 4. Injuries to a Deputy or citizen during arrest
 5. Accidents, damage, or injury involving county property
 6. Fatal or serious injury traffic accident
 7. Serious property damage accidents
 8. Burglary
 9. Arson or suspected arson.
 10. Investigation of discharge of firearms by a Deputy
 11. Aggravated or felonious assaults
 12. Any injury of a Sheriff's Office employee sustained on duty
 13. Any crime scene at the request of a supervisor
- B. Digital photographs will be taken in situations requiring immediate access to the photographs.
- C. When the exact size of an item being photographed is required, a scale will be placed next to the item to establish dimension as aid in development for "life size" prints. A second photograph of the item will be taken without the scale using the same camera settings, position, and lighting in the event a court desires photographs of evidence in which nothing has been introduced into the field of view.
- D. If the evidence to be photographed is a fixed object, the dimensions of that object should be taken to provide a scale of reference.
- E. A notation that photographs were taken at a scene will be made on an incident report. Negatives will be maintained by the Crime Scene Investigator, or Deputy taking the photographs, and will be filed by case number.
- F. Requests from complainants, attorneys, insurance companies, or outside agencies for copies of photographs taken by this agency, will be directed to the case Investigator or the Criminal Investigations Supervisor.
- G. Photo processing will be accomplished through contractual agreement with professional developing companies. Deputies will submit the images to the Crime Scene Investigator Office who will deliver it to the proper company for developing and pick up the finished prints.

4.10.05 Processing Latent Prints

- A. The following general guidelines will be followed when processing a crime scene for latent prints:
1. Latent impressions developed with fingerprint powder may be photographed on the original object. After being photographed they should be lifted.
 2. The lifted print is to be placed on a latent Fingerprint Investigation Card and

all pertinent information completed.

3. When requesting a comparison of latent prints with fingerprints of a known suspect, a requesting Deputy/Investigator will include fingerprint classification number of the suspect and a Fingerprint Comparison Request Form, and forward it to a Crime Scene Investigator.

- B. Collecting, photographing, and packaging of latent fingerprints should be in compliance with the FBI Handbook of Forensic Science.

4.10.06 Necessary Equipment

- A. Crime Scene Search Officers dispatched to crime scenes will have issued to them, or have access to, all equipment and supplies necessary to process a scene. Issued items include:

1. A complete fingerprint kit for lifting and preserving latent fingerprints.
2. A quality camera.
3. Property Receipts, evidence bags, plastic forceps envelopes, and other items used in the collection and preservation of evidence.
4. Personal protection equipment to include: shoe covers, and latex gloves.

- B. Other equipment and supplies available:

1. Rape kits.
2. A portable generator, lights, and ladders.

4.10.07 Crime Scene Reporting

- A. A report by a Deputy, Crime Scene Search Officer, Investigator, or Crime Scene Investigator processing a crime/incident scene, will be prepared giving an accurate account of events. This information will be placed in an Incident Report and will include:

1. Date and time he/she arrived at a scene.
2. Location of a scene.
3. Name of victim(s) (if any).
4. Name of suspect(s) (if any).
5. Deputy's actions at a scene.
6. Case number.

- B. All physical evidence collected from a crime scene by a patrol Deputy or Investigator will be listed on a Property Receipt. A notation that evidence was collected will be made on an Incident Report.

- C. An inventory of collected physical evidence will be completed on a property

receipt form. An inventory will contain the following information:

1. Description of item(s) (make, model, and serial number, if any).
2. Source(s) (from whom or location).
3. Name of Deputy collecting the evidence.
4. Property tag number.

4.10.08 Evidence Handling

A. While Patrol Deputies may or may not have the responsibility for processing a crime scene, it is expected they will be the first on a scene. Patrol Deputies therefore have a key function to perform and should, through training, be familiar with procedures in securing a crime or accident scene. This section pertains to written directives concerning the role and function of an Investigator and/or patrol Deputy at a crime scene, as well as collection and preservation methods and procedures regarding fingerprints, footprints, blood, fibers and fabrics, weapons, hairs, paint, glass, tool marks, etc.

B. Maintaining a Chain of Evidence - The duties of the Property and Evidence Custodian, or designee, include the following:

1. No item is to be released from the Property/Evidence Room, other than for court or lab processing, without the approval of the Property and Evidence Custodian, or designee.
2. Property released from the Property/Evidence Room to an owner will be made by the Property and Evidence Custodian, or other designated personnel.
3. The Property and Evidence Custodian, or designee, is responsible for making arrangements to convey evidence from the Property/Evidence Room to a crime lab, and that it is packaged in compliance with the Physical Evidence Collection Guide that is maintained in the Property and Evidence Custodian's office.
4. A Crime Scene Investigator, an investigating Deputy, or an Investigator, will prepare a list of evidence to be conveyed, including description and tag number.
5. The Property and Evidence Custodian, or designee, will prepare a Receipt for Articles from Property/Evidence Room Card on property to be signed out.
6. A Crime Scene Investigator, investigating Deputy, or an Investigator will prepare the list of evidence that is being conveyed to the crime lab, and the Property and Evidence Custodian, or designee, will sign the Property Receipt attached to each item.
7. The Property and Evidence Custodian, or designee, will convey the items and receipt cards to the crime lab, and the lab technician receiving the evidence will sign the Property Receipts that will be returned, properly recorded, and filed.
8. When items are returned to the Property/Evidence Room, the Property and Evidence Custodian, or designee, will sign the card indicating the item was

- returned.
9. Any time a Deputy or Investigator takes evidence to court, he or she will sign a Property Receipt, and will take the item and another Property Receipt to court. If the court retains the property, a Court Clerk will sign the Property Receipt, and the Deputy will return it to the Property and Evidence Custodian, or designee.
 10. When a Deputy or Investigator returns items to the Property/Evidence Room, he or she will sign the Property Receipt indicating the item was returned.
 11. When items are returned directly by a court, the Property and Evidence Custodian, or designee, will note on the Property Receipt that the items were directly received from the court, and have the court employee sign the Property Receipt.
 12. The Property Receipt will be used for the transfer of custody of physical evidence, will be a record that includes the following information:
 - a. Date and time of transfer.
 - b. Receiving person's name and functional responsibility.
 - c. Reason for transfer.
 - d. Nature of laboratory transferred to.
 - e. Synopsis of event and examination desired.

C. Submission of Evidence to Crime Lab

1. Under normal circumstances, the responsibility for the submission and request for lab examination will lie with the Crime Scene Investigator, investigating Deputy, or Investigator who actually processed the scene and took custody of the evidence through the Property and Evidence Custodian, or designee.
2. In cases where more than one Crime Scene Investigator, Investigator, or investigating Deputy process a scene, the Crime Scene Investigator, Investigator, or investigating Deputy actually assigned the case will take custody of all evidence collected, and be responsible for its submission to a forensic laboratory for analysis through the Property and Evidence Custodian, or designee.
3. It will be an assigned Investigator's, Crime Scene Investigators, or investigating Deputy's responsibility to complete a request form and include it with the submitted evidence that should be submitted to the Property and Evidence Custodian, or designee, who will further process it and transport it to a lab without delay.
4. Evidence is to be submitted to the Property/Evidence Room as soon as practical to ensure the preservation of the chain of evidence.
5. Non-perishable evidence will be secured in the Property/Evidence Room until it is transferred to a crime lab.
6. Perishable evidence is defined as fresh blood, a blood stained object, other physiological stains and tissue, and biological materials. When collecting perishable evidence from a crime scene, the following procedures will be

used:

- a. Wear appropriate personal protection equipment (eye protection, face mask, gown, latex gloves, and shoe covers).
 - b. Fresh (wet) blood will be collected using distilled water placed in a sterile glass vial, capped, sealed, marked, tagged with a red biohazard label, and refrigerated in the Property/Evidence Room refrigerator.
 - c. Whenever possible, the entire item that is blood stained should be submitted following these guidelines:
 - 1) When the blood stain is located on a wall, floor, or other object, one of the following procedures should be used:
 1. It is always best to take the original item of evidence.
 2. When a large amount of stained material is present, the easiest technique is to scrape several large flakes into a pill tin.
 3. When the stain is small, the fiber technique should be used. Cut four to six gauze fibers 1/2 inch long from a gauze pad. Moisten the fibers with distilled water and swab the bloodstains with the fibers, concentrating the stain on the fibers as much as possible. The fibers should be air-dried in a pillbox before sealing, marking, and tagging the container. The dried fiber samples do not require refrigeration.
 - 2) Blood stained materials will be air-dried prior to packaging. After thoroughly drying for at least 7 days, the item will be packaged in brown wrapping paper or paper bags, marked with a red biohazard label, sealed, and tagged. Multiple items must be packaged individually to avoid contamination.
 - d. Other types of stains can be collected using the same procedures as previously described for wet and dry blood, such as:
 - 1) Body tissue must be collected and placed in a sterile glass bottle in saline solution, capped or stoppered, sealed, marked, tagged with a red biohazard label, and refrigerated in the Property/Evidence Room refrigerator.
 - 2) Other biological materials, if not air-dried, must be refrigerated after being marked, sealed, and tagged with a red biohazard label.
7. Perishable evidence collected at a crime scene and secured in the Property/Evidence Room, may not be submitted to a crime lab until a suspect(s) is developed, or standards of comparison obtained, unless there are exigent circumstances such as a rape case.

8. In the event perishable evidence is delayed in submission to a crime lab for any reason, it will be documented on the lab report and on a supplemental report.
 9. In order to maintain a record of physical evidence submitted to a laboratory for examination, the following information is required:
 - a. Any DNA material for processing must be accompanied by a request from the District Attorney General's Office.
 - b. Name of investigating Deputy, Crime Scene Investigator, or Investigator last having custody of the item.
 - c. Date and time of submission and method used for transmission.
 - d. Date and time of receipt in the laboratory.
 - e. Name and signature of the person in the laboratory receiving the evidence.
- D.** A crime lab provides written reports of findings as standard procedure on all requests. These reports will be filed with the case file, and a copy may be provided to the requesting investigating Deputy, Crime Scene Investigator, or Investigator.

4.10.09 DNA Evidence Collection

DNA source material identification, collection, preservation, packaging, and transportation follow TBI guidelines presented in the *TBI Evidence Guide*.

All BCSO Crime Scene Investigators, as part of their basic CSI training, will be instructed in approved guidelines pertaining to proper serology/ DNA protocol. In addition, each new CSI member will be assigned to a senior investigator during a probationary period of one year for hands on training.

All DNA source material collected for submission to either private, state, or federal laboratories shall follow the packaging and submission guidelines as set forth in the *TBI Evidence Guide*.

All first responders shall follow protocol set forth in the guidelines for the first officer on scene. First responder responsibilities shall be limited to the isolation and safekeeping of DNA source material whenever possible. All DNA source material processing shall be the responsibility of the on-duty CSI.

4.10.10 Sexually Oriented Crimes

I. Purpose

To outline a protocol for coordinated preliminary and continued investigations of sexually oriented crimes and other related offenses.

II. Policy

Sexually oriented crimes (see Section III: Definitions) are personal violent crimes that have great psychological or physical effects on the victims. It is the policy of the Blount County Sheriff's Office to assist victims of sexually oriented crimes in a supportive manner, using appropriate crisis intervention skills. Because of the special considerations involved in investigations of sexually oriented crimes, this policy encourages a multidisciplinary, coordinated community response. Public confidence in the reporting and investigative process will encourage all victims of sexually oriented crimes to report the crime. Reducing recidivism through the apprehension and prosecution of the assailants is a sheriff's office priority.

III. Definitions

Forensic Medical Examination: An examination by any healthcare provider who provides medical care and gathers evidence of a sexually oriented crime in a manner suitable for use in a court of law, provided to a victim reporting a sexually oriented crime to a healthcare provider, as defined in T. C. A. § 39-13--519(a)(1), P.C. 253 (2015).

Hold Kit: A sexual assault evidence collection kit of an adult victim that is coded with a number rather than a name pending the victim's decision to report the crime to law enforcement authorities, and has not been submitted to the state crime lab or similar qualified laboratory, as defined in T.C.A. § 39-13-519(a)(2), P.C. 253 (2015).

Law Enforcement Agency: An established state or local agency that is responsible and has the duty to prevent and detect crime and enforce laws or local ordinances; and has employees who are authorized to make arrests for crimes while acting within the scope of their authority; and a campus security force created by an institution of higher education pursuant to § 49-7-118, as defined in T.C.A. § 39-13-519(a)(3), P.0 253 (2015).

Sexual Assault Evidence Collection Kit: Evidence collected from the victim of a sexually oriented crime with a sexual assault evidence collection kit provided by the state of Tennessee, as defined in T.C.A. § 39-13-519(a)(4), P.C. 253 (2015).

Sexually Oriented Crime: Crimes listed in T.C.A. § 29-13-118(b) and as referenced in T.C.A. § 3913-519(a)(5), P.C. 253 (2015).

Victim: A victim of a sexually oriented crime as defined in § 29-13-118(b) and as defined in T.C.A. § 39-13-519(a) (6), P.C. 253 (2015)

Victim Advocate: This term applies to service providers trained to assess and address the needs of the victim as well as provide counseling, advocacy, resources and information, and ongoing support. Depending on the primary functions of the advocate, the level of confidentiality and privilege they have will vary and should be communicated to those involved.

IV. Procedures

A. Training and Personnel Selection

Training is necessary for all personnel who have contact with victims of sexually oriented crimes, including dispatch/communications and initial responders, as well as those who investigate these crimes. All deputies should receive ongoing training that specifically addresses the realities, dynamics and investigations of these crimes, and legal developments pertaining to sexually oriented crimes. Responders at every level need to recognize that they are there for the victim.

B. General Responsibilities

1. Agency personnel shall be aware of community services available to victims of sexually oriented crimes.
2. Agency personnel shall be trained and knowledgeable about investigation of sexually oriented crimes and its impact on victims.
3. Agency personnel shall use appropriate communication skills when interacting with victims of sexually oriented crimes.

C. Communications Officer (Communications Center) Responsibilities

Communication officers or dispatch personnel may be the first to whom the victim will speak following a sexually oriented crime. In general, communications personnel should address two primary goals: collecting information and dispatching assistance.

D. Patrol Deputy Responsibilities

Deputies should be mindful of the impact of trauma on memory, especially when contact with the victim is within a short time after the sexually oriented crime occurred. Victims of any trauma, including but not limited to sexually oriented crimes, may experience difficulty with memory storage and recall. As a result, victims may be inconsistent or unclear in their descriptions. These symptoms may be indications of a traumatic experience rather than fabrication. This fact should be considered by the investigator to assure a more accurate follow-up interview after appropriate time has passed from the traumatic event.

- I. The patrol deputy has certain immediate responsibilities, as follows:
 - A. The first priority is the victim's physical well-being. Give attention to the victim's emergency medical needs. Ensure safety.

- B. Preserve the crime scene. Call an investigator, additional deputies, or a supervisor when necessary.
 - C. Be alert to any suspect in the vicinity. If applicable, give crime broadcast.
 - D. Contact a victim advocate as soon as possible to provide assistance throughout the reporting and investigative process.
 - E. Explain to the victim the deputy role and what will be done at the scene and through follow-up.
2. The patrol deputy shall obtain detailed information essential to determine what occurred.
 3. The patrol deputy shall obtain preliminary statements from victim and witnesses to obtain information in an effort to identify and locate the suspect.
 4. The patrol deputy shall inform the victim of the sexual assault center and other community-coordinated response agencies and resources available to support the victim. The patrol deputy should ask if the victim would prefer to have a support person present and offer to contact the person if necessary.
 5. The patrol deputy shall arrange transportation for the the victim to the hospital for a forensic medical examination. The deputy should explain the medical and investigative purposes of this exam and advise the victim to bring a change of clothing.

E. Investigator Responsibilities

1. The investigator shall obtain a complete report from the patrol deputy assigned to the case.
2. The initial contact with the victim may happen in different ways:
 - A. At the crime scene: The deputy shall protect the crime scene and begin the preliminary investigation. The investigator should establish rapport with the victim and facilitate transportation of the victim to the hospital.
 - B. At the hospital: The investigator should collaborate with medical staff to arrange for the collection of evidence needed for prosecution. Ensure the victim understands the exam procedures and establish rapport for further interviews. Assist in arranging for clothing the victim may need after the examination. The investigator should never be in the examination room during the sexual assault exam but shall have the victim sign a consent form in order to obtain a copy of the medical report. The sexual assault evidence collection kit shall be received from medical staff after it

has been properly sealed and labeled. The sexual assault evidence collection kit will be stored and/or submitted for testing in accordance with state law. See, Section G: Collection and Storage of Evidence.

C. At the justice center: Before interviewing the victim, the investigator should review the officer/deputy's report and establish rapport with the victim by allowing the victim to ask preliminary questions and voice initial concerns.

3. The investigator shall be trained in sexual assault procedures:

A. The investigator shall allow the victim advocate to be with the victim for support during the interview(s), if the victim desires.

B. If the victim prefers a gender specific investigator, every attempt to provide one should be made. If one is not available, the investigator shall nevertheless encourage the victim's cooperation.

C. The investigator shall prepare the victim for each phase of the investigation. The investigator will encourage the victim's cooperation by explaining investigative procedures.

4. Victim interviews:

A. Privacy is a necessity for follow-up interviews. Choose one of the two interview rooms at the justice center or go to the victim's home. Recording is encouraged. A victim advocate may be helpful to the investigation. Ask the advocate not to interfere with questioning. The patrol deputy shall obtain detailed information essential to determine what occurred.

B. Polygraph test: T.C.A. § 38-3-123.

1. No deputy/investigator shall require any victim of a sexual offense, as defined in T.C.A. § 40-39-202, or violent sexual offense, as defined in T.C.A. § 40-39-202, to submit to a polygraph examination or any other test designed to detect deception or verify the truth of statements through instrumentation or by means of a mechanical device, as a condition of the deputy/investigator proceeding with the investigation of the offense.

2. A violation of this section shall subject the deputy/investigator to appropriate disciplinary action.

C. The investigators should determine if there were any witnesses and interview them. Investigators should also determine if the incident was reported to someone else.

D. Questions that must be addressed include, but are not limited to, the following:

1. Assault circumstances: Where approached? How? Where occurred? When?
2. Suspect information: Name, if known? Age? Race? Hair color? Clothing? Height? Weight? Identifying marks? Relationship to victim, if any?
3. Multiple crimes: Did multiple assaults occur? Were other crimes committed?
4. Assault details: What happened during the assault? Were weapons used? Describe them. Were threats made? What were they? Was there a fight or struggle? Were injuries sustained by the victim and/or suspect? Were drugs/alcohol involved? Was the victim incapacitated in any way?
5. Details of sexual acts: What did the suspect do? If a male suspect, did he ejaculate? If so, where? Was a condom used? Was a lubricant used, and if so, what type?
6. Duration: How long was the suspect with the victim?
7. After the assault: What did the victim or suspect do immediately after the assault?
8. Prosecution: Does the victim have concerns about prosecuting?

E. At the conclusion of the interview, the investigator should ask about any additional assistance needed by the victim and refer the victim to appropriate services.

F. Inform the victim that it is common to remember additional details later. Encourage the victim to contact the investigator with additional details or to ask questions. Provide contact information to the victim.

G. Interviewing child sexual assault victims under the age of 18 requires special guidelines set forth by established statutory child sexual abuse investigative protocols, as described in Tenn. Code Ann. § 37-1-601 et seq. (2015).

F. Supervisor Responsibilities

Effective supervision plays a key role in ensuring comprehensive responses to and investigation of sexually oriented crimes. Though this is important for victims, it is also important for ensuring compliance with Blount County Sheriff's Office policy and accountability. Supervisors shall demonstrate a thorough understanding of victim issues and proper response by subordinates.

G. Collection and Storage of Evidence

The Sexual Assault Evidence Collection Kit or hold kit shall be received from the medical staff after it has been properly sealed and labeled. A chain of custody for the Sexual Assault Evidence Kit or hold kit shall be established and the kit will be prepared for DNA testing or storage in accordance with established protocols. See, T.C.A. § 39-13-519 (b), P.C. 253 (2015).

Collection and storage procedures for sexual assault evidence kits and hold kits are stated below.

1. Sexual Assault Evidence Kit, explained in T.C.A. § 39-13-519-(c)(2) and (d)(1), P.C. 253 (2015).
 - A. If an adult victim reports the alleged offense to the law enforcement, or if the victim is a minor, the health care provider shall attach the victim's name to the sexual assault evidence collection kit, and it shall be released to the appropriate law enforcement agency.
 - B. Blount County Sheriff's Office shall, within sixty (60) days of taking possession of the sexual assault evidence collection kit with the victim's name affixed to it, submit the kit to the Tennessee bureau of investigation or similar qualified laboratory for either serology or deoxyribonucleic (DNA) testing.
2. Hold Kit, explained in T.C.A. § 39-13--519 (c)(1) and (d)(2), P.C. 253 (2015).
 - A. If an adult victim elects not to report the alleged offense to law enforcement at the time of the forensic medical examination, the sexual assault evidence collection kit becomes a hold kit, and the healthcare provider shall assign a number to identify the kit rather than use the victim's name. The healthcare provider shall provide the victim with the identifying number placed on the victim's hold kit, information about where and how long the kit will be stored, and the procedures for making a police report.
 - B. Upon receipt of a hold kit with only an identification number attached to it, Blount County sheriff's Office shall store the hold kit for a minimum of three (3) years or until the victim makes a police report, whichever event occurs first. Once the victim makes a police report, Blount County

Sheriff's Office shall have sixty (60) days from the date of the police report to send the sexual assault evidence collection kit to the state crime lab or other similar qualified laboratory for either serology or deoxyribonucleic acid (DNA) testing. However, no hold kit shall be submitted to the state crime lab or similar laboratory for testing until the victim has made a police report.

V. Compliance

Violations of this policy, or portions thereof, may result in disciplinary action. All members shall comply with this policy.

VI. Application

This document constitutes Blount County Sheriff's Office policy, is for internal use only, and does not enlarge an employee's civil or criminal liability in any way. It shall not be construed as the creation of a higher legal standard of safety or care in an evidentiary sense, with respect to third party claims insofar as the employee's legal duty as imposed by law. Violations of this policy, if proven, can only form a basis of a complaint by the sheriff's office, and then only in a non-judicial administrative setting.

4.11 Cold Case Investigations

A. Definitions

The term cold case refers to a criminal investigation that remains unsolved after all leads have been exhausted. Cold cases in this section are defined as violent "crimes against persons" new or old, that have not been solved.

A cold case is considered unsolved until a suspect has been identified, charged, and criminally prosecuted for the crime. Cases may or may not have a suspect named at the time of the crime or developed during the original investigation. With the advent of improving DNA testing and other forensic technologies, cold cases once considered unsolvable may be reviewed:

1. To properly review the case file and evidence to determine if new techniques exist that were not previously available that may help solve the case,
2. To permit a fresh perspective by either the same or a different investigator for the possibility that a new approach might be considered for additional follow-up,
3. To possibly reopen the case as an active investigation when circumstances indicate the opportunity to develop new information.
4. Upon request from the Deputy Chief of Investigations a case may be taken off the cold case list if circumstances allow.

B. Evaluation Criteria:

1. The evaluation criteria of re-investigating a cold case generally includes the following; but is not limited to:

Legal consideration, such as the application or expansion of statutes limitation;

Technological consideration, such as the nature and condition of the evidence and the advancement of the technology techniques in solving a crime;

Practical considerations, such as the availability of witnesses in the event DNA profile testing would identify a suspect and lead to an arrest and trial;

Resource considerations, such as the time, money and personnel available for investigation and forensic analysis;

Cold cases will be classified in the department's Case Management System using the minimum solvability factors,

- a. Physical Evidence Collected, i.e. evidence that may be valuable for DNA analysis, ballistics or fingerprint data bases, which may substantially advance a case beyond its original level.
 - b. Witness(s),
 - c. Suspects known or named,
 - d. Does the case meet Cold Case criteria? Y = Yes, N = No
2. Investigators may also choose to consider other solvability factors that may lead to the classification of meeting Cold Case criteria.

C. Cold Case Review:

1. All cases meeting the Cold Case criteria may be reviewed at least on a five (5) year cycle. Nothing prevents a case from being opened any time information becomes available that may further the investigation.
2. At least annually, the Deputy Chief of Investigations or designee will generate a report against all cases meeting Cold Case criteria. This process requires that the investigating deputy's supervisor, or designee, review the new information and make a determination as to what course of action is appropriate. The available options are to:
 - a. Acknowledge a review of the information in supplemental form but take no action,
 - b. Reopen the case as an active investigation and assign the case to an Investigator for follow-up investigation.

D. Consideration for reopening a Cold Case:

1. The actions and activities of the cold case investigation general include; but not limited to:

Identifying potential unsolved cases according to solvability factors;

Reviewing case files, evidence logs, laboratory reports and autopsy reports;

Evaluating the case evidence for potential probative DNA sources;

Consulting with the State forensic laboratory and states Attorney's Office in submitting appropriate evidence to the laboratory for testing;

Continuing investigative protocol by obtaining reference samples from suspects and other identified subject;

Identifying witnesses who are willing to proceed in prosecution;

If a DNA profile does not match suspect's DNA profile, submitting the evidence profile to CODIS;

Submitting investigative intelligence to State and Federal profiling repositories for information such as: VICAP (FBI's – Violent Criminal Apprehension Program) and / or RISS (Regional Information Sharing System).

CHAPTER 5. Administration

5.01 Oath of Office (Revised 09/14/06)

All employees of the Blount County Sheriff's Office will be required to submit to an Oath of Office as provided in the *TCA 8-18-112*, and as outlined in the Constitution of the State of Tennessee, Article X, Section 1, which provides that elected/appointed officials, including the county sheriff, before entering into his/her official duties, take an oath to support the Constitution of the State of Tennessee and of the United States, and that all those working with the Sheriff will take the same oath. All personnel will be issued a Sheriff's Office identification card that includes a photo of the employee, name, rank, function and badge number. All personnel, while on duty or in uniform, or when otherwise recognized as an employee of the Blount County Sheriff's Office, will honor a request to view their identification card unless that employee is engaged in a covert operation.

5.02 Contractual Agreements for Law Enforcement Services

5.02.01 Contractual Agreements

Under provisions *TCA 5-1-113 and 12-9-108*, the Blount County Sheriff's Office may enter into contractual agreements with the municipalities located in Blount County, or any public agency(s), to provide or receive any public services that the parties are authorized by law to perform. This agreement will include the following:

- A.** A statement of the specific services to be provided.
- B.** Specific language dealing with financial agreements between the parties.
- C.** Specification of the records to be maintained concerning the performance of services by the provider agency.
- D.** Language dealing with the duration, modification, and termination of the contract.
- E.** Specific language dealing with legal contingencies.
- F.** Stipulation that the provider agency maintains control over its personnel.
- G.** Specific arrangements for the use of equipment and facilities.
- H.** A procedure for review and revision of the agreement.

5.02.02 Protection of Employee Rights

Participation by Sheriff's Office employees in any contractual agreement to provide law enforcement services to any municipality, or other public agency, will in no way threaten their employment rights, promotional opportunities, training, or fringe benefits.

5.02.03 Current Contractual Services (Revised 07/01/04, 01/24/08)

1. The Blount County Sheriff's Office currently has a contractual agreement with the Blount County Board of Education to provide supplemental law enforcement services in the public school system in the form of School Resource Officers.
2. The Blount County Sheriff's Office currently has an extra-duty employment contractual agreement with the Alcoa Power Generating Inc., Tapoco Division to provide supplemental law enforcement services on the property owned and operated by the Alcoa Power Generating Inc., Tapoco Division in Blount County.

5.03 Structure and Organization

The Blount County Sheriff's Office is established by state law and consists of an elected Sheriff and such other employees as the Sheriff, the Merit Service Board, and the County Commission may specify. The Sheriff is the Chief Executive Officer for the Sheriff's Office, and appoints a Chief Deputy who serves as the Chief Administrative Officer for the agency. The organization of the Sheriff's Office supports the effective and efficient accomplishment of the organization's responsibilities and functions.

5.03.01 Organizational Structure

1. The Sheriff is an elected official of county government whose term of office is 4 years, and incumbents may succeed themselves indefinitely.
2. Personnel of the Blount County Sheriff's Office work under the authority of the Sheriff, who may deputize and appoint such persons that will allow him to fulfill his duties and responsibilities to the citizens of Blount County, Tennessee.
3. The Sheriff, as Chief Executive Officer, is responsible for the overall management, direction, and control of the operations and administration of the Sheriff's Office, while the day-to-day operations of the Sheriff's Office are delegated to the Chief Deputy.
4. The Fifth Judicial District Drug Task Force (DTF) is a joint operation with the District Attorney General's Office, and is under the direct command of the Sheriff. The Deputy Chief of Investigations, who reports directly to the

Sheriff, supervises agents who are sworn, certified Deputies of the Sheriff's Office. The DTF is operated under separate authority established by Tennessee Code Annotated.

5. The Chief Deputy, in the absence of the Sheriff, will assume the duties and responsibilities of the Sheriff. The following major functions report to the Chief Deputy:
 - a. Patrol and Public Safety Operations
 - b. Support Operations
 - c. Administrative Operations
 - d. Training
 - e. Investigative Operations

A. Patrol and Public Safety Operations

Under the command of the Deputy Chief of Patrol and Public Safety, who has overall responsibility for Patrol, Special Operations and Accreditation, and for the proper training, conduct, and operation of personnel assigned to Patrol.

1. Patrol Operations

- a. The Patrol Captain reports to, and is accountable to, the Deputy Chief of Patrol and Public Safety. A Patrol Lieutenant will be assigned to each patrol shift as its Shift Supervisor. Shift Supervisors report to, and are accountable to, the Patrol Captain. In the absence of a Lieutenant, a Sergeant will become the Shift Supervisor, and in the absence of these supervisors, a Patrol Corporal will become the Shift Supervisor. In the event all supervisors are absent the Deputy Chief of Patrol and Public Safety will designate a senior officer as the shift supervisor for that tour of duty.
- b. Certified sworn Deputies are assigned to one of 3 shifts designated as Day, Evening, and Night, providing 24-hour patrol coverage 7 days per week, 365 days a year, throughout Blount County. Patrol personnel are responsible for the following functional areas of concern:
 - 1) **Patrol Coverage** – Providing law enforcement services to 4 designated geographic zones.
 - 2) **Traffic** – Control, direction, and enforcement of traffic laws, including accident investigation and reconstruction.
 - 3) **Unusual Occurrences** – Includes natural and manmade disasters, special events, VIP protection, and any other out-of-the-ordinary situations that occur in the county.
 - 4) **Crime and Traffic Analysis** – Used to determine trends in criminal activities and to ensure that manpower resources are effectively used to address identified problems.

- 5) **School Resource Officer Program** – A specially designed program to provide security in the county’s schools while providing a positive role model for students in relation to law enforcement and law enforcement officers.
- 6) **Community Relations** – A program designed to gain the confidence of the community in relation to law enforcement activities, and to establish methods of gaining not only support for law enforcement programs, but to establish lines of communication to assist law enforcement efforts in the county.

2. Traffic Operations

- a. A primary function of patrol is traffic enforcement, direction, and control, aimed at ensuring the safe and efficient movement of vehicles within Blount County. A Traffic Unit provides these services in conjunction with patrol activities that is under the command of a supervisor who reports directly to the Patrol Captain.
- b. Patrol personnel have responsibilities relating to the traffic function (see Chapter 3, Traffic Function), and the Traffic Unit will be responsible for targeted enforcement activities that address identified traffic related problems.
- c. The Patrol Captain, along with the Traffic Unit Supervisor, is responsible for planning, analyzing, inspecting, and coordinating traffic activities including, but not limited to:
 - 1) Accident investigation and reconstruction.
 - 2) Operation of speed measuring devices.
 - 3) Parking enforcement.
 - 4) Traffic direction and control for special events.
 - 5) Traffic safety education.
 - 6) Accident re-constructionists will assist the Patrol Captain, in conjunction with the Crime Analyst, by participating in traffic accident and enforcement analysis designed to provide information necessary for pro-active traffic enforcement activities, and providing any other information or assistance needed in support of traffic activities.

3. Special Operations

The Patrol Captain may assign Deputies on the basis of interest, training, or organizational need to participate in a special operations unit that includes duties and responsibilities that are in addition to the normal duties of a Patrol Deputy. Each of these special operations units has a supervisor who is responsible to the Patrol Captain for operations. These special operations units include:

- a. **The Honor Guard** – Responsible for providing special honor services at special events, funerals, and other events where showing the colors and honoring the dedication of law enforcement personnel is requested.
- b. **Special Weapons and Tactics Team (SWAT)** – Deputies specially trained in handling tactical situations such as felony arrests where violence is anticipated, raids, and other special operations where special weapons and tactics may be necessary.
- c. **Crisis Negotiation Team (CNT)** – Deputies specially trained in handling crisis situations such as hostage taking, barricaded subjects, or any special operation where critical negotiation skills would be advantageous.
- d. **Dive Team** – Deputies specially trained in underwater salvage, water rescue, and search for evidence associated with criminal activity.
- e. **Bicycle Patrol** – Deputies specially trained to patrol and perform other related duties using a bicycle.
- f. **Boat Patrol** – Deputies specially trained for the operation of a patrol boat on area lakes during the warmer months of the year.
- g. **Field Training Officer (FTO) Program** – Specially trained Deputies working with newly hired Deputies to provide personal guidance, instruction, direct supervision, and experience in patrol operations, as well as orientation to Sheriff's Office policies and procedures.
- h. **Canine (K-9) Officer** – Deputies serving as handlers for the Sheriff's Office canines used in a wide variety of law enforcement activities.
- i. **Crime Scene Search Officer (CSSO)** – Patrol Deputies who are specially training in processing crime scenes that do not require to assignment of a Crime Scene Investigator, and who are able to assist a Crime Scene Investigator when requested.

4. Crime/Traffic Analysis

The Patrol Captain will appoint a Deputy to serve as the Crime/Traffic Analyst who will collect and analyze data on the distribution of criminal and traffic incidents, and, on the basis of this data, to periodically report (at least quarterly) to the Patrol Captain, who will review the data, and with the assistance of the Analyst, prepare a report with recommendations, and distribute it to the Command Staff for review and comment and referral to the Sheriff. The purpose of this effort is to ensure that:

- a. Sufficient patrol personnel are assigned to each shift to equitably distribute workload and better provide prompt and efficient response to call for service.
- b. To ensure that the boundaries of patrol zones are based on equalized workload.

5. School Resource Officer Program

The School Resource Officer (SRO) Program is designed to provide a forum through which students, parents, faculty, and Deputies can become acquainted and, as a result, earn mutual respect, demonstrating to parents and facility that the Sheriff's Office has a genuine interest in the community's youth. School Resources Officers are assigned to all of the schools in the Blount County School Department, and report to a SRO corporal, and a SRO Sergeant who reports to a SRO Lieutenant, all of whom are accountable to the Patrol Captain.

6. Community Relations

While every employee has individual responsibilities for promoting good community relations, this functional area is primarily concerned with identifying and addressing problems arising between the Sheriff's Office and the citizens of Blount County, establishing formal relationships with organized community groups, learning of issues and responding to them before they become problems, and by developing programs that increase understanding and confidence in current and proposed activities and programs. The Community Relations Coordinator reports directly to the Patrol Captain and is responsible for community affairs, functioning as the primary contact for developing and coordinating the Sheriff's Office community relations programs such as the Sheriff's Citizens' Academy.

7. Accreditation (Revised 09/14/06)

The Accreditation Manager coordinates the accreditation programs of the Sheriff's Office, performing the necessary collection and computation of data required for reports that relate to accreditation, including the maintenance of periodic reports, reviews, analyses, and other activities mandated by applicable accreditation standards, and identifying those responsible for completing the required reports, review, and analyses along with due dates. The Accreditation Manager is also responsible for coordinating accreditation familiarization training with new employees, and accreditation refresher training during in-service training. Employees assigned to the position of Accreditation Manager shall receive specialized accreditation manager training within one year of being appointed to such position.

B. Support Operations

Under the command of the Deputy Chief of Support who has overall responsibility for court services, and corrections, and for the proper training, conduct, and operation of personnel assigned to Court Services, the Adult Detention Center, and the Juvenile Detention Center.

1. Court Services

- a. Personnel assigned to Court Services are accountable to the Deputy Chief of Support who is responsible for the following functional areas:
 - 1) Security of the Justice Center.
 - 2) Security of the Justice Center holding areas adjacent to the courtrooms located in the Justice Center.
 - 3) The legal process of documents and papers, including civil and criminal warrants, generated by activities of the courts operating in Blount County.
- b. A primary function of Court Services is to provide appropriate levels of security to courtrooms located in the Justice Center and Court House, to protect the integrity of court procedures, to sustain the rights of individuals before the courts, to deter those who would take violent action against the courts or participants in court procedures, and to sustain the decorum of the courts.
- c. A portion of Court Services efforts relate to maintaining the security of the holding cells located adjacent to the courtrooms in the Justice Center. These holding cells are designed for those inmates from the Adult Detention Center who are prepared to appear before a court in a timely and efficient manner.
- d. A critical function of Court Services is performing the state mandated responsibility for serving legal process in support of legal functions. The functioning of the courts in Blount County is affected by the prompt and efficient service of court documents.

1. Adult Detention Center

- a. Personnel assigned to the Adult Detention Center are accountable to the Deputy Chief of Support who is responsible for the operations of the Adult Detention Center in the Blount County Justice Center.
- b. The Adult Detention Center is designed to house those sentenced for local offenses, those in a holding status waiting adjudication, and those sentenced waiting transport to another facility.

2. Juvenile Detention Center

- a. Personnel assigned to the Juvenile Detention Center are accountable to the Deputy Chief of Support who is responsible for the operations of the Juvenile Detention Center in the Blount County Courthouse.
- b. The Juvenile Detention Center is designed to house those juveniles sentenced for local offenses, those in a holding status waiting adjudication, and those sentenced waiting transport to another facility.

C. Administrative Operations

Under the command of the Deputy Chief of Administration who has overall responsibility for the administrative functions of the Sheriff's Office involving, but not limited to, budgeting and accounting (including fixed asset accounting), purchasing and supply, management information systems, control and monitoring of grant funds, public information, and records management.

1. The Office Manager is responsible to the Deputy Chief of Administration for the functional operation of records management and financial administration under guidelines established by the State of Tennessee, the Blount County Department of Finance, and the Sheriff's Office.
 - a. The Records Section is responsible for the review, maintenance, and retrieval of records, coding reports for TIBRS, sale of copies of reports, and release of information to the public and other criminal justice agencies in compliance with state law and GO 6.05, Records, relating to records management.
 - b. The Office Manager oversees the maintenance of employee personnel files.
 - c. The Office Manager assists the Deputy Chief of Administration in fiscal management responsibilities, primarily related to general accounting functions.
2. The Director of Technology is responsible for the functional operation of information technology including the data processing systems, the telephone communications systems, and coordinating data and voice communications with other criminal justice agencies in the county as well as the Blount County Emergency Communications District. Guidelines for the operation of the Sheriff's Office technology systems are found in Chapter 8 of the *Blount County Sheriff's Office Human Resources Rules and Regulations Manual*.
3. The Purchasing Coordinator is responsible for receiving purchasing requests from the functions and coordinating those purchases with the Equipment Custodian, the Office Manager, the County Department of Finance, and the County Purchasing Department.

D. Training

The Deputy Chief of Training has overall responsibility for coordinating Training, Professional Standards (Internal Affairs), and Planning Research.

1. Training Operations

Training Supervisors are responsible for ensuring that all Sheriff's Office employees meet mandatory basic and in-service training requirements, providing career development training and counseling, and acting as advisors to the FTO Program in law enforcement and the CTO Program in corrections, and maintaining records relating to all training activities and skills inventories.

2. Planning and Research

The planning and research component assists in the development of plans designed to improve services by furthering goals and objectives of the Sheriff's Office and its functions, reviewing existing programs to determine their suitability by identifying weaknesses, updating and revising when needed, and assuring that new directives or plans are properly recorded. Information is gathered and organized into usable formats needed for planning, including population trends and the impact on law enforcement services in the county, and future capital improvement and equipment needs. This joint effort is responsible for developing and maintaining goals and objectives for the Sheriff's Office and each function, and for the maintenance of the Multi-Year Plan.

E. Investigative Operations

Personnel assigned to Investigations are accountable to the Deputy Chief of Investigations through the Investigations supervisors (Lieutenants and Sergeants) and Investigators who are responsible for the following functional areas:

- 1) Criminal investigation.
- 2) Investigation of juvenile criminal activities.
- 3) Organized crime and vice.
- 4) Criminal intelligence.
- 5) Arson investigations.

A. Criminal investigation is a primary function by providing prompt and effective investigation of crimes and offenses that occur in Blount County, identification and apprehension of individuals committing those crimes,

and the proper, legal charging, and presentation of evidence in court, to ensure that perpetrators are held accountable for their crimes.

B. A portion of the efforts of Investigations, in conjunction with Patrol, the Juvenile Detention Center, and the Juvenile Court, deals with juveniles. Beyond enforcing the law with respect to juvenile offenders, the Sheriff's Office is committed to the development and support of programs designed to prevent juvenile delinquency.

C. Investigations is assigned responsibility for organized crime and vice enforcement operations and functions as the primary contact point for coordinating and planning for organized crime and vice enforcement activities.

D. Criminal intelligence is an activity principally concerned with collecting, processing, disseminating, and using information relating to criminal conduct, and relates to activities that pose a threat to the community in such areas as organized crime, vice, terrorism, subversive activities, and civil disorders. Information of an unusual, personal, or immoral nature will not be collected, recorded, or disseminated unless it possesses evidentiary significance.

E. The Property and Evidence Custodian is responsible for the management of Sheriff's Office property and evidence as required in GO 6.06 Property and Evidence Management.

F. The organization structure of the Sheriff's Office is charted on an organization chart that is updated annually, reflects the chain of command, lines of authority and communication, and is made available to all personnel through this directive.

5.03.02 Unity of Command

A. For the purpose of promoting efficiency and responsibility, employees are accountable to only one supervisor at any given time. There obviously will be situations when a supervisor must give an order to an employee who is outside their chain of command, but normally each employee will be able to identify one supervisor to whom the employee is accountable, and who will be responsible for evaluating that employee's performance.

B. Each component of the Sheriff's Office will be under the direct command of only one supervisor. This does not preclude the assignment of relief, or acting supervisors, or acting command personnel.

5.03.03 Authority and Responsibility of All Employees

- A. Sheriff's Office employees are given the authority to make decisions necessary for the effective execution of their responsibilities. For example, a patrol Deputy is responsible for the investigation of reported crimes and offenses, identification and arrest of perpetrators, and the proper introduction of evidence into the criminal justice system. Therefore, within the limits of the law, policy and procedures, and training, this patrol Deputy has the authority to make appropriate decisions and seek the advice of a supervisor, or others in the criminal justice system that possess expertise concerning any matter that he or she may handle. Employees will always be held accountable for their decisions.
- B. Each employee will be held fully accountable for the use of, or failure to use, delegated authority measured through the performance evaluation process. An employee who has questions about delegated authority should bring them to the attention of their supervisor. Legal questions concerning the use of delegated authority may be referred to the District Attorney General or the County Attorney through an employee's chain of command.
- C. Employee acceptance and proper use of authority will be evaluated during the performance evaluation process. Improper use of authority, or failure to accept authority, will be reported through supervisory channels as rapidly as possible.
- D. Each supervisor is held accountable for the performance of employees who are assigned to their command primarily through the performance evaluation processes, and by Shift Supervisors, Deputy Chiefs, the Chief Deputy, and the Sheriff observing the results of activities.

5.03.04 Administrative Reporting Program

An administrative reporting program has been designed to provide periodic comparative and summary data used to ensure that policies and procedures are being met, and that programs are accomplishing their intent. A list of administrative reports, their frequency, and those responsible for their preparation is maintained by the Accreditation Manager who is responsible for coordinating completed reports, analyses, and evaluations as required by CALEA Standards.

- A. The Communications Center provides a daily computer generated summary of shift activity for service during the previous 24 hours (6:00 a.m. to 6:00 a.m.), identifying the activities of each Deputy and each shift.
- B. Deputies maintain the "pass-on book" that provides a summary of activities during their tour that would be of interest to other supervisors, and to inform them of any activities which may require the attention of subsequent shifts.

- C. Memorandum reports are prepared as needed in response to unusual incidents and in response to inquiries or suggestions. Such reports are prepared by individual employees and/or by Shift Supervisors, and sent through the chain of command to the Chief Deputy.
- D. Monthly reports are prepared by supervisors for Deputy Chiefs that provide data relating to activities, administrative matters, achievements or problems, comparative data, or objectives for the next report period.
- E. Reports are prepared by individuals assigned to, or participating in, significant Sheriff's Office activities such as DUI enforcement patrols or roadblocks, directed patrol activities, or special events. These reports indicate shift responses to directed patrol activities.
- F. Annual reports are prepared by Deputy Chiefs that summarize monthly activity reports, and provide comparative data and statistics that account for the activities of the various functions. This information is the data from which an annual report is prepared under the auspices of the Chief Deputy for the Sheriff and the community.

5.03.05 Accreditation Mandated Reports and Reviews

- A. The Accreditation Manager coordinates compliance with Commission for the Accreditation of Law Enforcement Agencies (CALEA) standards ensuring that periodic reports, reviews, and other similar activities mandated by standards are accomplished, including the following:
 - 1. Monitoring and coordinating accreditation mandated functions within the organization.
 - 2. Reviewing periodically required activities to ensure that an activity takes place, and identifies and corrects instances where requirements are not met.
 - 3. Developing and assisting in the implementation of written directives, procedures, and systems that ensure operations are in compliance with accreditation standards.
 - 4. Maintaining records and other documentation necessary for proof of compliance with accreditation standards.
- B. To ensure compliance with directives, the Accreditation Manager makes routine inspections determining compliance with directives and reports findings to the Chief Deputy.

5.03.06 Forms Management/Accountability

Forms management ensures that only necessary and essential forms are retained and that all others are eliminated.

- A. The Deputy Chief of Administration, or designee, is responsible for maintaining a list of all Sheriff's Office forms and monitoring their need. Since the use of a form is usually described in a policy or procedure, the Deputy Chief of Administration, or designee, will carefully analyze the use of any new form at the time a related policy is approved. Creation of a new form not directly related to a written directive, or is a modification of an existing form, will be reviewed by the chain of command and adopted after approval by the Chief Deputy. After adoption of the Forms Manual, any new form should eliminate at least 1 existing form as a condition of approval.
- B. Once a form has been adopted, supervisors are responsible for ensuring that sufficient forms are available, and the Deputy Chief of Administration is responsible for ensuring that a sufficient stock of forms is procured and maintained.
- C. All forms will be reviewed annually to determine their continued viability. Modifications, whether as a result of the annual review or operational necessity, will be made through the Office of Professional Standards in coordination with the appropriate Deputy Chief where the form is primarily used. Once approved, all existing forms will be destroyed and replaced by the modified form(s).
- D. Accountability must be maintained for certain pre-numbered forms. Shift Supervisors are responsible for the issuance of these forms to individual Deputies by number. Each Deputy is held accountable for pre-numbered forms issued, and must either properly issue each numbered form, or void an issued form. Deputies must ensure they have sufficient forms on hand at all times.

5.03.07 Goals and Objectives

- A. The Office of Professional Standards will coordinate the development of, annually update, and distribute to all its employees written long and short-term goals and objectives for each organizational component of the Sheriff's Office, and will review its mission and value statements ensuring their continued viability.
- B. Sheriff's Office mission and values statements, as well as written long and short-term goals and objectives, are presented in a Multi-Year Plan that will be annually circulated and input solicited regarding revisions and/or the development and inclusion of new goals and objectives.
- C. Deputy Chiefs will annually submit reports stating their progress toward the attainment of goals and objectives presented in the Multi-Year Plan.

D. Definitions:

1. **Goals:** Stated in broad, almost immeasurable terms, based on the duties

assigned to the Sheriff's Office by statute, the Sheriff, and the County Commission. Since goals are largely set in place by an external political process, they will tend to remain generally the same from year to year, and serve as guides providing solid direction, guidance, and stability for the future.

2. **Objectives:** Specific, measurable, obtainable statements of action to be accomplished within a specific time period. One or more objectives, if satisfactorily attained during a year, should effectively contribute toward attainment of a goal.
3. **Sub-objectives:** Specific, measurable, obtainable statements of action relating to an objective that, if attained during a year, contributes to completing a specific objective.
4. **Personal Objectives:** Set by each employee based on objectives and/or function or unit sub-objectives. *Example:* Supervisors, whose performance is evaluated either by the Chief Deputy, a Deputy Chief, Captain, or Lieutenant, are asked to establish a set of personal objectives which are discussed with, and agreed upon, by the next higher level of supervision. Supervisors are then evaluated based on their attainment of the agreed upon personal objectives and the resulting contribution toward the attainment of the goals and objectives of the Sheriff's Office.
5. **Evaluation:** A review of goals, objectives, and sub-objectives essential in determining the extent to which they are achieved, and to identifying reasons for successes and failures. Evaluation should include an assessment of the:
 - a. Amount of activity that takes place (effort).
 - b. Extent to which performance is adequate to the total amount of need (adequacy).
 - c. Ratio between effort and performance, or how much are we getting for our money (efficiency).
 - d. Results of effort (effect).
6. **Evaluation criteria:** Matters listed for each sub-objective that can be counted, measured, or accomplished establishing the degree to which the sub-objective is being accomplished.

E. Process:

1. During January of each year, the Chief Deputy will request Deputy Chiefs to review, revise, and re-establish a set of goals and objectives, soliciting employee input in the process. Employees will present comments and prepare a draft at staff meetings, and Deputy Chiefs will present their proposed changes to the command staff at one of their monthly meetings.
2. During February, approved goals and objectives will be published, and Deputy Chiefs will prepare objectives and sub-objectives relating to their function's specific goals and objectives, including evaluation criteria, all of which will be submitted to the Chief Deputy by March 15.
3. In April, the Chief Deputy will compile, publish, and distribute the annual

- goals, objectives, and component sub-objectives for the next year.
4. At the end of each quarter thereafter, supervisors will evaluate their progress toward attainment of each sub-objective, and in January will submit a report on the attainment, or failure to attain, objectives and sub-objectives. These reports will be the basis for the analysis of the success or failure to meet the goals and objectives that have been set, and why.

5.03.08 Planning and Research (Revised 02/10/08)

- A. The planning and research function operates under the guidance of the Sheriff. The duties and responsibility of efficient planning and research will be that of each Deputy Chief with significant support from their supervisors and must involve their employees. The degree, need, and type of planning will depend on each individual function's duties and responsibilities.
- B. Extensive operational and administrative strategic planning is critical to effective law enforcement. The Sheriff will have each function conduct research on opportunities and plan future programs to ensure effective management. The management of planning and research may consist of researching and evaluating new or existing equipment, procedures, programs, and initiatives.
- C. Planning generally involves building upon past experience by gathering, organizing, and interpreting data, making predictions on the basis of current trends within the community and law enforcement, and offering ideas and suggestions for improvement through change. At the discretion of the Sheriff, those conducting planning and research will have access to all necessary Sheriff's Office records and informational resources to carry out these duties.
- D. The research will be thoroughly documented and presented to the Chief Deputy and Sheriff for review. The Chief Deputy and Sheriff will have the authority to approve new proposals.
- E. The planning and research component will assist in the following activities:
 1. Developing and suggesting plans that will improve services by furthering the goals and objectives of the Sheriff's Office.
 2. Review existing Sheriff's Office plans to determine their suitability, identify weaknesses, update and devise improvements when needed, and assure that new directives or plans are properly recorded.
 3. Gather and organize data into a usable format needed for planning, including anticipated population trends and their impact on needed levels of staffing, as well as capital improvement and equipment needs.
- F. The planning and research function will involve the following perspectives:
 1. Necessity

2. Possibility of elimination
3. Methods of improvement
4. Cost saving methods
5. Possible changes and effects
6. Other alternatives

G. The planning and research reporting will consist of the following:

1. A brief narrative stating the change and/or problem.
2. Background information necessary for understanding the change and/or problem.
3. A full presentation and complete analysis of facts that relate to the change and/or problem.
4. A statement of conclusions drawn from the information obtained and the analysis.
5. An outline of the research conducted substantiating the conclusions draw.

H. The planning and research component will assist in the following activities:

1. Developing and suggesting plans that will improve services by furthering the goals and objectives of the Sheriff's Office.
2. Review existing Sheriff's Office plans to determine their suitability, identify weaknesses, update and devise improvements when needed, and assure that new directives or plans are properly recorded.
3. Gather and organize data into a usable format needed for planning, including anticipated population trends and their impact on needed levels of staffing, as well as capital improvement and equipment needs.

I. Other planning and research duties are:

1. **Budget Development** - In conjunction with the Deputy Chief of Administration, annually assist in developing a budget that includes personnel and operating cost estimates. The budget should be based, in part, on agency goals and objectives with input from all functions.
2. **Manpower Allocation Alternatives** - Effective deployment of personnel must begin with distribution of personnel on a proportionate need basis. Through careful study of crime occurrences, calls for service, mandated responsibilities, and other selected factors, available manpower can be

systematically distributed geographically and chronologically according to needs for law enforcement services throughout the county. When directed by the Sheriff or Chief Deputy, the planning and research function will look at alternatives such as:

- a. Shift hours and distribution of personnel by time of day and day of the week.
 - b. Distribution of manpower by zones.
 - c. Relief requirements and the availability of personnel in specialized positions.
3. **Procedures Development** - Procedure means adopting standard methods of action to be followed under a given set of circumstances. Planning and research may be involved in procedure planning due to responsibilities associated with maintaining accreditation, or in the development of instructional manuals wherever needed in the Sheriff's Office.
4. **Tactical Planning** – Normally, activities related to operations where planning and research may be involved, is in the development of tactical plans such as:
- a. Bank robbery response.
 - b. Severe weather procedures.
 - c. Pursuit planning.
 - d. Response to unusual occurrences, special events, and any other highly specialized tactical planning.
- J. Many GO's require analytical reports that, when completed, are distributed to the affected functions. Each Deputy Chief is responsible for disseminating these reports within their functions as required or directed.

5.04 Command Authority

A system of succession, predetermined protocol for specific situations, and supervisory delegation of tasks will determine command authority. Supervisors will not leave personnel under their command unsupervised for any period of time. Each employee will be accountable to only one supervisor at any given time.

5.04.01 Definitions

- A. **Staff Command** – The issuance of orders by an employee who has no authority in his or her own right, but performs the routine tasks of command as a service for a supervisor or command staff and/or the agency. Examples of *staff command* include Investigators directing the activities of patrol Deputies and/or Crime Scene Investigators at a crime scene, or a SWAT supervisor directing a special operation. In situations of *staff command*, there is little opportunity for delegation of tasks, and the span of control is limited to the immediate task at hand.

- B. **Line Command** – The exercise of authority delegated by the Sheriff to his immediate subordinates, and by them by their subordinates down the lines of control to the lowest level of the agency as described in GO 5.03, Structure and Organization, and the Sheriff’s Office Organization Chart.

5.04.02 Command Authority During Absence of the Sheriff

In the absence of the Sheriff due to being out of the county, sickness, or other circumstances that render him inaccessible or incapacitated, the following personnel will assume such duties in the order listed:

- A. Chief Deputy
- B. Deputy Chief of Patrol and Public Safety
- C. Deputy Chief of Investigations
- D. Deputy Chief of Support
- E. Deputy Chief of Administration
- F. Deputy Chief of Professional Standards
- G. Patrol Captain

5.04.03 Unit Command

- A. Although each function and unit within a function is under the direct command of one supervisor, any supervisor may, in an emergency situation, or under circumstances where the interest and welfare of the Sheriff’s Office or the public are in jeopardy, assume command of a subordinate outside his or her scope of authority without violating the unity of command principle.
- B. During a single law enforcement operation where there is more than one function participating, Sheriff’s Office protocol allows the ranking supervisor or Deputy responsible for the operation to relinquish operational control to a junior Deputy or supervisor who may have greater expertise or experience. This does not, however, relieve the ranking supervisor or Deputy of his or her supervisory responsibilities.
- C. In order to justify cutting across the lines of authority or command, a Deputy or supervisor must decide if appropriate conditions exist, and must be prepared to defend whatever position is taken as soon as possible after the event, and notify the person in direct command of the actions taken and the justifications

5.04.04 Command Authority During Unusual Circumstances

- A. Whenever a Lieutenant, Sergeant, or Corporal is on duty, the following procedure will be in effect when any problem, question, or other matter relating to an unusual occurrence or circumstance arises that necessitates the decision of a higher-ranking supervisor. The supervisor will contact the patrol captain, a Deputy Chief, the Chief Deputy, or the Sheriff.
- B. In the event that any of these command staff cannot be reached after reasonable attempts to do so, the Lieutenant, Sergeant, or Corporal in charge will make a reasoned decision based on the facts available at that time. The Lieutenant, Sergeant, or Corporal who makes the decision in the absence of a higher-ranking supervisor or command staff will be prepared to justify any decisions made to his or her supervisor upon request.

5.04.05 Obedience to Orders

- A. To permit effective supervision, direction, and control, employees should promptly obey any lawful order, including an order relayed from a superior by an employee of the same or lesser rank. In the event an employee is given conflicting orders, the last order should be complied with until retracted or modified. In the event of conflicting orders, the employee should inform the person giving the last order of the conflict, and that person should resolve the conflict by either retracting, modifying, or requesting the employee to comply with the latest order. In the event the conflicting order is not altered or retracted, the employee will not be held responsible for disobedience to the order or directive previously issued.
- B. No supervisor will knowingly issue any order that is in violation of any law or a Sheriff's Office directive. Obedience to any unlawful order is never a defense for an unlawful action.
- C. No member will be expected to obey an unlawful order. Should a supervisor give an order that is unlawful in nature, an employee will:
 - 1. Advise the supervisor that he or she feels that the order is unlawful and cannot be obeyed.
 - 2. File a written report of an incident within 24 hours to the Chief Deputy.

5.04.06 Sheriff's Office Staff Meetings

- A. The Sheriff and/or Chief Deputy will conduct weekly staff meetings for all command staff (those designated by Chief Deputy). The purpose of these meetings is to:

1. Highlight achievements or problems.
 2. Provide information concerning forthcoming activities or events.
 3. Discuss needs, requirements, or changes.
 4. Provide feedback concerning the Code of Ethics, the Code of Conduct Manual, the Blount County Sheriff's Office Policies and Procedures Manual, the Blount County Sheriff's Office Human Resources Rules and Regulations Manual, and/or other directives.
 5. Share information.
- B. Staff meetings will occur on Tuesday of each week, unless moved to another date because of holidays or other reason, and each member of the command staff will have an opportunity to comment on any matter.
- C. Supervisors are encouraged to conduct meetings among their personnel as needed. Meetings of task forces may also be scheduled as required.

5.05 Written Directives

The Sheriff will have the authority to issue, modify, approve, and rescind all written directives within the Sheriff's Office. The Command Staff (Chief Deputy, Deputy Chiefs, and Captains) are vested with the authority to issue directives. However, such directives will apply only to those employees under their command. No written directive will conflict, parallel, or supercede any GO without the expressed, written authority of the Sheriff, or his designee. These written directives will govern all activities of the Sheriff's Office.

5.05.01 Definitions

- A. **Directive** – Any written document developed to guide or affect the performance or conduct of Sheriff's Office employees. The term includes GO's, policies, procedures, rules and regulations, special orders, personnel orders, memoranda, and instructional material.
- B. **General Order** – A term used to describe permanent directives concerned with policy, rules and regulations, and procedures. GO's may be issued to provide guidance relating to methods of operation in specified areas of law enforcement and operations that affect more than one organizational component.
- C. **Code of Ethics and Code of Conduct** – Specified, permanent directives from which no deviation or exceptions will be permitted. Rules in the Code of Conduct neither provide guidance for decision-making or discretion beyond the determination of whether the rule applies to a particular situation.
- D. **Policy** – A broad, general statement of Sheriff's Office doctrine. Policy statements may be characterized by such words as "may" or "should" and usually

do not establish fixed rules or set procedures for conduct of a particular activity. They also may provide a framework for development of procedures and rules and regulations.

- E. **Procedure** – A set of guidelines for carrying out Sheriff’s Office activities. A procedure may be made mandatory by using “will” instead of “should” or “must” instead of “may.” Procedures may allow some latitude and discretion in carrying out an activity.
- F. **Special Order** – An order influencing only a segment of the Sheriff’s Office, or a statement of policy or procedure regarding a specific circumstance or event, usually of a temporary nature, such as the air show, Fall Festival, or VIP visits.
- G. **Personnel Order** – An order issued to provide guidance in matters relating to human resources management, or announcing changes in the status of employees, such as promotions, transfers, etc.
- H. **Memorandum** – An informal, written document that may or may not convey a directive. A memorandum may be used to transmit information between individuals, functions, sections within functions, and so on, in order to clarify, inform, or inquire.

5.05.02 *Blount County Sheriff’s Office Policies and Procedures Manual*

The manual will serve as the handbook of permanent written directives. The manual will be organized as follows:

- A. **Introduction** – The material in this section is developed and issued from the Sheriff, and will be reviewed annually and amended or rescinded only at the direction of the Sheriff.
- B. **Mission and Values Statements** – These have been developed by the Sheriff’s Office and indicate the basic reason for the Sheriff’s Office existence in Blount County, and include statements relating to the basic moral and ethical values of the community that guide the activities of the Sheriff’s Office.
- C. **User’s Guide** – Guidelines on how the manual is organized and how the manual should be used in conjunction with the Sheriff’s Office’s data processing network.
- D. **General Orders** – General Orders (GO’s) will be developed and issued at the discretion of the Sheriff. Any proposal that affects policy or procedure will be forwarded through the chain of command to the Accreditation Manager. The Accreditation Manager will work with the originator’s content and draft the GO into a professional, consistent policy format. Draft GO’s will be circulated for input prior to being submitted to the Sheriff. Final approval of all GO’s will rest with the Sheriff. GO’s will be reviewed annually and will remain in effect until

amended or rescinded by the Sheriff. GO's will be written in a narrative format including the following information, as applicable:

1. **Policy** – The Sheriff's Office position and philosophy on the specific topic, written as a brief policy statement at the beginning of each GO.
2. **Definitions and/or Scope** – Terminology and/or limiting criteria that may be special to the GO.
3. **Procedures** – Steps to be followed, or aspects of the GO intended to guide employees in the application of a particular directive. Procedures may involve several sections and have various descriptive headings.
4. **References** – Listing of CALEA standards that apply to the GO.

5.05.03 Distribution and Acknowledgement of the Manual (Revised 02/18/05, 05/20/08)

- A. Each employee of the Sheriff's Office will be issued a copy of the *BCSO Policies and Procedures Manual* on a compact disk (CD) for use in their own personal computers, or those personal computers and MDT's provided by the Sheriff's Office. Each employee will be required to sign a receipt acknowledging receipt of the CD. Each new employee will be issued a CD during their orientation, and will be considered a part of their basic equipment issue.
- B. All employees will familiarize themselves thoroughly with and comply with GO's and other written directives issued by the Sheriff's Office, and are expected to familiarize themselves within 30 days of employment, and are assumed to have knowledge of, and are bound by all newly issued or revised directives within 24 hours of their receipt. Each employee will acknowledge receipt of updates in SOMS.
- C. Due to the critical nature of the manual, employees are expected to recall provisions of it during inspections and as a part of in-service training through testing. Failure of an employee to recall provisions of the manual may result in remedial training and/or disciplinary action. All employees are personally responsible for seeking clarification from supervisors of any directive not clearly understood.
- D. Implementation of newly issued or revised directives will be accomplished by dissemination through SOMS and or the BCSO Intranet. Employee acknowledgement of the newly issued or revised directive will be tracked in SOMS. Supervisors should verify periodically that employees with their shift, unit, or function are accessing SOMS for updates. In addition, newly issued or revised directives will be posted for 30 days in the Patrol Roll Call Room, CID, Adult, and Juvenile Detention Centers. Employees are encouraged to print and save copies of newly issued or revised directives for review and quick reference.

- E. At least annually, the *BCSO Policies and Procedures Manual* will incorporate all changes made during the year and any changes made as a result of the annual review, and a revised manual will be distributed on a CD, replacing the existing CD. A roster will be prepared to ensure all employees have obtained the new CD.

5.05.04 Review and Revision of the Manual

Written directives are subject to review and revision, and will be under continuous examination in order to provide appropriate direction to employees. Any employee discovering material that is no longer current, or is a discrepancy in any directive, is encouraged to report such information through the chain of command, who will forward it to the Accreditation Manager, and to make recommendations for any changes or additions. The responsibility for changes rests with the Sheriff. The process for reviewing, revising, purging, adding new directives, and indexing will be as follows:

- A. GO's will be formally reviewed annually during the last quarter of the calendar year, unless circumstances dictate that an earlier review is necessary. The command staff and/or other personnel as directed by the Sheriff or Chief Deputy, will conduct such review. Any policy(s) and/or procedure(s) found to be out-of-date or no longer appropriate to the Sheriff's Office will be purged. Any section(s) of the manual purged will be announced to the command staff and reviewed by those most affected by the change, and roll call, or other training designed to inform those affected will be conducted immediately.
- B. New or amended directives will be reviewed prior to issue in the following manner:
 - 1. A draft of the directive will be distributed to appropriate administrative and/or command staff.
 - 2. These employees will review the draft with any assigned subordinates and record any suggestions or recommendations.
 - 3. Changes approved by the Sheriff will be incorporated into a final draft.
 - 4. The new directive will be issued to affected employees and incorporated into the *Policies and Procedures Manual*. Necessary training will be provided to affected personnel.
- C. A table of contents in the front of this manual indicated the location of significant general order topics in the manual. An additional aid for locating a specific general order topic is the Alphabetical Index of General Orders Topics presented in the back of this manual, and is updated as general orders topics are added and/or deleted.

5.05.05 Dissemination of the Manual

Requests from outside the agency for copies of the manual, or portions of the manual, or copies of individual GO's, will be referred to the Chief Deputy. Employees will

not provide any business, individual, or agency with such materials without approval of the Chief Deputy.

5.05.06 Civil and Criminal Liability

Directives issued within the Sheriff's Office are for internal use only and do not enlarge an employee's civil or criminal liability in any way. Directives should not be construed as the creation of a higher legal standard of safety or care in an individual sense with respect to third party claims. Violations of such directives, if proven, can only form the basis of a complaint by the Blount County Sheriff's Office, and only in a non-judicial administrative setting.

5.05.07 Application

Written directives are issued under authority granted to the Sheriff by the Tennessee Constitution and state law and are binding on all affected employees of the Blount County Sheriff's Office. Each affected employee is provided access to a copy of the *BCSO Policies and Procedures Manual* for the purposes of familiarization and for the use in the conduct of law enforcement business in the spirit of efficient, effective, and equitable service to the citizens of Blount County.

5.06 Crime and Traffic Data Analysis

Data analysis is a law enforcement function whereby data relating to crimes and traffic operations is collected, analyzed, and disseminated. Data pertaining to crime and criminal activities as well as traffic data are primarily generated from records and reports, and use of this data assists in preventing and suppressing crime, aids in the apprehension of criminal offenders both strategically and tactically, and provides information for the use of directed patrol activity in response to crimes and traffic situations.

5.06.01 Crime Analysis Procedures

A. Collection of crime data may be from the following sources:

1. Incident Reports.
2. Supplemental investigative reports.
3. Arrest reports.
4. Call data from the Communications Center.

B. Collection and compilation of crime and traffic data is the responsibility of the Crime Analyst. Information developed through the crime analysis process can be used in the following manner:

1. In the identification of potential and actual law enforcement and/or traffic hazards.

2. In the documentation of the temporal and geographic distribution of selected crimes.
- C. Analyzed crime and traffic information is disseminated to the Sheriff, Chief Deputy, and Deputy Chiefs quarterly. Specific, timely information will be disseminated as needed upon request, such as (but not limited to): **(Revised 03/12/08)**
1. Information relevant to the operational and tactical plans of specific units sent directly to them on a monthly basis.
 2. Criminal Investigations personnel may use it as an investigative and planning tool.
 3. Shift Supervisors receive the report for use in planning directed patrol or aggressive patrol actions.
 4. Information relevant to strategic planning is provided to the appropriate Command Staff.
 5. Information developed may be released to sources outside the Sheriff's Office after review and approval by the Chief Deputy and/or his designee.
- D. Feedback analysis and program evaluation is accomplished by:
1. Recipients of crime analysis information will submit written comments, in memorandum form, to the Crime Analyst regarding the effectiveness of the information received, or to make recommendations for better use of the system.
 2. Further input as to the benefit or criticism of crime analysis information may be received from discussions held during patrol roll call, supervisors' meetings, and staff meetings.
- E. The Crime Analyst will brief the Chief Deputy and the Sheriff quarterly concerning crime and traffic analysis, outlining crime and traffic patterns or trends that may appear to be occurring along with possible solutions.
(Revised 03/12/08)

5.06.02 Analysis of Crime and Traffic Patterns and Problems

- A. The Crime Analyst may identify similarities among different offenses and reveal common traits and patterns in the characteristics of current criminal and traffic activities, assisting in the screening and ordering of lists of suspects, and aid in the assembling and ordering of specific crimes that may involve an offender already in custody. Factors in crime analysis include at a minimum:
1. Frequency by type of crime.
 2. Reporting areas or zones.
 3. Chronological factors such as:

- a. Date.
- b. Day.
- c. Time.

4. Victim and target description, such as:

- a. Name
- b. Sex
- c. Age.
- d. Address
- e. Type of building.

5. Suspect descriptions.

6. Suspect vehicle descriptions.

- a. License number.
- b. Vehicle make, model, year.
- c. Unique characteristics.

7. Modus operandi factors.

8. Method of entry.

9. Instrument used.

10. Property type.

11. Physical evidence information.

- a. Latent fingerprints suitable for comparison purposes.
- b. Other crime scene trace evidence (blood, hair, semen), clothing.

B. Factors in traffic data analysis will include at a minimum:

1. An analysis of traffic collisions and traffic enforcement programs to include:

- a. Number and type of collisions by location, day of the week, time of day, and contributing factors.
- b. Number of arrests for driving under the influence and collisions involving alcohol as a contributing factor by location, day of the week, and time of day.
- c. Number and type of traffic citations issued including location, day of the week, and time of day.
- d. Comparison of the possible effects of enforcement activities on the occurrence of traffic collisions and other problems.

2. The Deputy Chief of Patrol and Public Safety, or Patrol Captain, will use the information provided in traffic collision and enforcement analyses to develop or modify traffic enforcement programs for the purpose of reducing traffic

collisions, alcohol related incidents, and other traffic-related problems, such as:

- a. Concentrating enforcement activities at the times and places collisions and problems are most likely to occur.
 - b. Targeting those types of violations that contribute to collisions and traffic problems.
 - c. High visibility assignments such as stationary observation.
 - d. Informing patrol Deputies of the contributing and causative factors of collisions so that more attention can be given to accident-causing violations.
 - e. Use of radar.
 - f. Use of the SMART Machines.
 - g. Recommending traffic signals and signs to the appropriate authority.
- C. The Crime Analyst will develop a program to recognize community problems and efforts of the Community Services Coordinator to assist in developing community policing strategies, and to assist the community support programs, such as the BCSO Program, to reach out to problems that are identified in the community as well as participating in local or regional transportation system planning committees.

5.07 Fiscal Management (Revised 07/01/05)

Tennessee Code Annotated (TCA) 5-12-101 et.seq., 5-12-201 et.seq. (budgeting), 5-13-101 et.seq (fiscal procedures), 5-14-101 et.seq. and 5-14-201 et.seq.(purchasing) dictate how the fiscal management of county offices are to be conducted. The Sheriff is guided by these laws as well as policies and procedures established by the County Commission and the Departments of Finance and Purchasing.

5.07.01 Fiscal Management

- A. The Sheriff is responsible for the fiscal management of the Sheriff's Office as stipulated in the Tennessee Constitution, state law, and directives of the County Commission and the County Mayor's Office.
- B. The Chief Deputy, all Deputy Chiefs, and Captains assist the Sheriff in fiscal management duties including, but not limited to, assisting with:
 1. Annual budget request preparation.
 2. Equipment and personnel deployment.
 3. Requisition and disposal of supplies and services.
- C. The Deputy Chief of Administration will administer the accounting and related administration of funds in compliance with state law and the policies and

procedures as stipulated by the Budget Act of 1957 as directed by the Blount County Departments of Finance and Purchasing.

5.07.02 Budget

- A. The fiscal year for Blount County agencies begins on July 1 and ends on June 30 of the following year. The planning and development of the Sheriff's Office budget is an ongoing process requiring formal presentation to the County Commission Finance Committee. The Sheriff's Office will follow the formal guidelines published annually by the County Commission and the County Department of Finance for budget request submittal no later than February 1 of each year. (See *TCA 5-12-203, 206, and 5-12-208*)
- B. The Chief Deputy, all Deputy Chiefs, and Captains will participate in the preparation and administration of the budget by:
 - 1. Reviewing monthly budget reports and communicating concerns relating to their operations to the Sheriff.
 - 2. Recommending adjustments or maintenance of personnel levels, needed supplies, equipment, and other resources.
- C. The County Director of Finance will prepare budget status reports at the end of each month and deliver them to the Sheriff and the Deputy Chief of Administration who will share them with the command staff. Status reports will include the following:
 - 1. Initial appropriation for each account.
 - 2. Balance at the commencement of the monthly period.
 - 3. Expenditures and encumbrances made during the period.
 - 4. Unencumbered balances.

5.07.03 Budget Amendments and Transfers

- A. Only the Sheriff, or designee, will initiate budget amendments and transfers.
- B. Supplemental or emergency funds must be approved by the County Commission Budget Committee and then by resolution of the County Commission. Amendment requests will be in writing and will justify or otherwise explain the need for additional funds.
- C. The Sheriff will direct that all transfers of funds within the budget will be directed to the County Commission Finance Committee. In such situations the County Commission Finance Committee must approve and the County Mayor must sign. Any request for a transfer of funds must show justification and need for the transfer.

5.07.04 Cash Transactions

The Chief Deputy and Deputy Chief of Administration, or designee, will establish procedures for collecting, safeguarding, and disbursing cash, including at a minimum:

- A. A balance sheet, ledger, or other system that identifies initial balances, cash received, cash disbursed, and cash balances on hand for any cash account used by the BCSO.
- B. Receipts or other documentation for cash received and records of cash deposits.
- C. Monthly accounting of all cash activities.
- D. The Sheriff's Office will make no cash expenditures, but may issue checks for reimbursements such as balances remaining on an inmate account in the Adult Detention Center.
- E. Sheriff's Office employees who are authorized to accept cash include those assigned to the Court Services, the Records Office, and the Adult Detention Center. When these employees accept cash they will prepare a receipt or other documentation reflecting the exact amount collected, and will submit the cash to the Business Office as soon as possible.

F. Payment of Informants

- 1. No payment will be made to any informant until his/her reliability has been established, and must be done with at least 2 Investigators present.
- 2. The Deputy Chief of Investigations, or designee, will determine the amount of payments to be issued, if any, and will issue payment.
- 3. The amount of funding for informant payments are limited. The Deputy Chief of Investigations, or designee, will consult the Deputy Chief of Administration on the availability of funding prior to issuing any payments (see GO 4.06, Informants). The Sheriff will approve all payments to informants.

5.07.05 Auditing and Monitoring

- A. The State of Tennessee Comptroller's Office, Division of County Audits, annually conducts an audit of all county funds, including the Sheriff's Office, to ensure continuing compliance with state law.
- B. All personnel will cooperate with auditors, being straightforward and open in regard to the handling of public funds.
- C. The Sheriff, through the Deputy Chief of Administration, will regularly report to the County Director of Finance regarding fiscal matters of the Sheriff's Office.

5.07.06 Purchasing

Purchasing will be in conformance with the *Blount County Purchasing Department Policies and Procedures Manual* that follows the guidelines established in the Budgeting Act Of 1957.

A. Acquisition of Disposable Supplies and Equipment from the Equipment Custodian

1. Employees needing expendable equipment or supplies will submit a Uniform or Equipment Request Form to their supervisor for approval, whom will then submit directly to the Equipment Custodian, who will either fill the order or report that the item is out of stock with a note as to when it is expected to be available.
2. The Equipment Custodian will be responsible for maintaining a list of expendable supplies and equipment that needs frequent replacement along with specifications for each item so as to facilitate volume purchasing to obtain the best price for often used supplies and equipment.

B. Purchasing Procedures

1. Requests for items needed by the Equipment Custodian, and requests for other purchases from supervisors that have been reviewed and recommended for approval by a Deputy Chief, will be submitted to the Purchasing Coordinator for review and recommendation to the Deputy Chief of Administration, who, if it is approved, will be forwarded to the County Purchasing Department for processing and eventual budget encumbrance by the County Department of Finance. Requests that are not approved are returned to the requestor with the reason(s) for denial.
2. Purchase requests that are estimated to cost \$10,000.00 or more must be accompanied by a set of specifications and sufficient other information that will allow the County Purchasing Department to prepare invitations to bid. These requests are to be submitted through the Purchasing Coordinator and the Deputy Chief of Administration, and the Sheriff, or his designee, must approve the request before submitting the request for processing by the County Purchasing Department and the County Department of Finance. Whether the request is purchased will depend on the bid proposal and if it is within the amount budgeted as determined by the County Department of Finance.
3. Requests that are estimated to cost less than \$10,000.00, but more than \$2,000.00, must include specific information about the request sufficient enough to allow the Purchasing Coordinator, or the County Purchasing Department, to obtain at least 3 quotes in order to get the best price. Before obtaining quotes, the Sheriff, or his designee, should approve the process, and after the lowest price is obtained, the Deputy Chief of Administration must determine whether there is sufficient money in the Sheriff's Office budget to

make the purchase. Once this has been determined, the Deputy Chief of Administration, or designee, will prepare a Request for Purchase Order with all the information gained from the quotes, and forward it to the County Purchasing Department for processing. Once the Purchasing Department and the Department of Finance have approved the request, the request may be bought.

4. Bids or proposals based on prepared specifications, or a request for proposal, for purchases or acquisition of services expected to cost more than \$10,000.00, will be submitted by vendors and/or bidders who have requested placement of the County Purchasing Department's Vendor's List, and those specifically identified by the Command Staff to have the capabilities to respond to a particular bid or request for proposal. All bids and requests for proposals expected to cost more than \$10,000.00 will be advertised in local media and/or national media for larger projects.
5. Requests that are estimated to cost less than \$2000.00 will be made on a Request for Purchase Order, and submitted through the chain-of-command to the Deputy Chief of Administration who will determine funds availability. No purchase will be made until a Purchase Order number has been obtained after confirmation of prices. The requestor does not need to have the exact price of the purchase, but should provide an estimate of costs. When estimating, the cost should be estimated higher than the actual cost if at all possible.

C. Emergency Purchasing Procedures (Revised 07/28/08)

Supervisors will make a request through their chain of command when they deem an emergency purchase of emergency equipment, services, or supplies may be needed. Only those with the rank of Captain or higher can authorize and emergency purchase. All emergency purchases must be justified in writing and a Purchase Order number requested, even though the purchase has already been made.

5.07.07 Property Management

- A. The Deputy Chief of Administration, in coordination with the Purchasing Coordinator and the Equipment Custodian, will be responsible for all phases of property management including research, requisition, acquisition, storage, and distribution in compliance with the Blount County Property Management Policies and Procedures Manual. The Deputy Chief of Administration is the designated Property Coordinator as required by the County's Policies and Procedures, and may designate other employees to assist in the management of Sheriff's Office property.
- B. The Deputy Chief of Administration, or the Purchasing Coordinator, will coordinate the purchase and/or acquisition of property, supplies, and equipment, and the Equipment Custodian will be responsible for Sheriff's Office property and supplies as follows:

1. Storage, issuance, and distribution.
 2. Accountability and inventory.
 3. Maintenance of stored items in a state of operational readiness. Operational readiness will include rotation of expendable supplies and inspection of equipment to ensure its usability and readiness for use. A report on the readiness of equipment and supplies will be included in the quarterly inventory report required for expendable supplies and equipment.
 4. Maintenance of records relating to all issuance and distribution of property and equipment.
 5. Employees will be responsible for maintaining Sheriff's Office property issued to them in a state of operational readiness verified by periodic inspections by supervisors.
- C. New employees will receive an initial issue of uniforms and equipment from the Equipment Custodian that will be documented on the appropriate form. Each item issued will be listed by description and serial number, where appropriate, and assigned to that employee.
- D. Repair, Replacement, and Additions
1. Personnel will file a request for repair of Sheriff's Office property, supplies, and/or equipment with their immediate supervisor, who will then follow procedures for the repair or replacement of equipment through the Equipment Custodian. Property will be repaired rather than replaced if repair is reasonable and cost effective.
 2. Requests for equipment and/or supplies will be made on a Uniform or Equipment Request Form through the chain-of-command using the appropriate request form. The appropriate captain or Deputy Chief will recommend approval or disapproval and forward the request(s) to the Equipment Custodian who will determine if the requested equipment and/or supplies are in stock, and if so, will distribute them to the requestor, or if equipment and supplies need to be ordered, the Equipment Custodian will so inform the requestor as to when the requested items will be in stock. For requests that cannot be filled, the Equipment Custodian will confer with the Chief Deputy, Deputy Chief of Administration, and/or the Purchasing Coordinator to determine what action will be taken on the request.
 3. Any issued equipment that is damaged or lost will immediately be reported to the employee's supervisor for verification. Once verified by the supervisor, the employee will report to the Equipment Custodian to turn in the damaged item(s), or to report that an item(s) was lost or stolen, and the item will be reissued. Any item damaged or lost due to the negligence of an employee may require the employee to pay the replacement cost, and may subject the employee to disciplinary action.
 4. Upon separation from the Sheriff's Office, an employee will turn in each issued piece of equipment and uniforms to the Equipment Custodian for inventory. Any issued equipment or uniforms that is unaccounted for or

damaged due to negligence, will be deducted from the separating employee's final check.

E. Inventory

1. To prevent loss and unauthorized use of Sheriff's Office equipment, property, and supplies, as well as to ensure that resources are available when needed, the Equipment Custodian will follow the procedures of the *Blount County Property Management Policies and Procedures Manual* for inventorying Sheriff's Office equipment, property, and supplies.
2. Applicable property (valued at \$500.00 or more) will be tagged with a Blount County serial number and identification label. Items that cannot be tagged may be engraved or identified by manufacturer's serial or identification numbers, or other descriptive means. The Equipment Custodian will maintain a record of each item with descriptive information and where it is located, or to whom it has been issued. Items with a value of \$500.00, or less, are considered expendable items and may be exempted from property inventory on approval of the Chief Deputy.
3. The Purchasing Coordinator, with the assistance of the Equipment Custodian, will annually conduct an inventory of all tagged property items as required by the *Blount County Property Management Policies and Procedures Manual*, and a written report of the inventory will be submitted to the Deputy Chief of Administration and the Sheriff.
4. The Equipment Custodian is also responsible for maintaining a running inventory of all designated expendable property and supplies used by the Sheriff's Office, ensuring that there is sufficient supply of expendables on hand to meet the normal daily operational needs of all functions. A formal inventory of expendable supplies will be conducted quarterly to ensure full accountability of all such equipment and supplies, and to ensure its operational readiness.

5.08 Inspections

The goal of inspections is operational efficiency and effectiveness. Although infractions discovered during inspections should be handled according to policy and the particular circumstances, inspections should not be viewed as a disciplinary process. It should be a fair, impartial, and honest appraisal of efforts. Inspectors, or inspection parties, should have a positive, constructive attitude, and make every effort to instill respect for, and understanding, of inspections.

5.08.01 Definitions

- A. **Line Inspection** - Inspections conducted by personnel in control of the persons, facilities, procedures, or other elements being inspected. Any supervisor within the chain-of-command may carry out line inspections.

- B. **Staff Inspection** - Inspections usually conducted by personnel who do not have control of the persons, facilities, or procedures being inspected.

5.08.02 Objectives of Inspections

- A. To learn whether a task is being performed as outlined, and if policies and procedures are being complied with, and whether the anticipated results are being accomplished.
- B. Discover whether Sheriff's Office resources are being used to the best advantage.

5.08.03 Line Inspections (Revised 10/01/07)

- A. Deputy Chiefs may require line inspections to be documented on a checklist at their discretion. Written reports may be required if a discovered deficiency is of a magnitude that could cause harm to employees or the public, or could have significant impact on operations. Other immediate actions may also be appropriate, such as oral or written reprimands, suspensions, or notifying command personnel. However, the goal of inspections is to improve professionalism and working conditions, not to punish.
- B. Line inspections may occur at any time, but a formal line inspection of personnel will be conducted quarterly. Supervisors will ensure that uniforms and equipment are properly kept, decorations are properly placed, and leather gear is clean and in good working order, and any deficiencies reported to the Equipment Custodian who is responsible for maintaining an inventory of supplies and equipment available to replace or replenish as required.
- C. The Deputy Chief of Administration will direct that the Director of Technology visually inspect all data processing equipment at least quarterly in compliance with security procedures found in the *HR Manual*, and will randomly inspect how employees are using data processing equipment and software, especially the internet and the Sheriff's Office internal network, on a continuing basis, reporting any abuse or misuse of equipment or software to a captain or to a Deputy Chief.
- D. Shift Supervisors will quarterly conduct formal inspections of vehicles assigned to their personnel for cleanliness, mechanical soundness, and operational readiness. The vehicle operator will refer mechanical defects or service needs to vehicle maintenance. Any expendable supplies needed for equipment assigned to a vehicle will be reported to the Equipment Custodian, who is responsible for maintaining an inventory of equipment and supplies for vehicles. Whenever intentional abuse, patterns of careless maintenance, or damage of vehicles, equipment, or supplies otherwise unexplained is detected, the supervisor will investigate and file a written report through the chain of command, where appropriate action will be taken.

- E. Supervisors will be responsible for quarterly line inspection of equipment assigned to their unit. Deputy Chiefs will designate persons responsible for inspecting shared equipment. Equipment needing repair will be given to the agency's Equipment Custodian, and supervisors will follow up to ensure that all defective equipment has been repaired or replaced.
- F. All supervisors will conduct ongoing inspections of their subordinate personnel regarding the performance of their assigned duties and compliance with agency directives. Inspection may generally be informal.
- G. All supervisors will be responsible for ongoing informal inspection of buildings, grounds, and other facilities. Defects of an emergency nature will be reported immediately to the appropriate personnel. Non-emergency defects will be reported to the appropriate supervisor or the County Building Maintenance Department. Reports may be verbal or written.
- H. A Deputy Chief will designate a supervisor to conduct follow-up inspections to ensure that deficiencies discovered during line inspections have been corrected. Patterns of deficiencies will be reported in writing to a Deputy Chief for further action.
- I. Those staff members who have assigned offices or working areas will be inspected quarterly by a supervisor to ensure the working area is being operated to the professional standards of the Sheriff's Office Policy and Procedures, Human Resources Manual, and to ensure compliance to state and local building and fire safety codes.
- J. Specialty equipment and vehicles such as the Mobile Command Centers, SWAT, BSORT, Mounted Unit, Bicycle Unit, Motorcycle Unit, etc., not used daily, including spare vehicles, will be inspected monthly to ensure operational readiness by an individual assigned to the equipment, vehicle or unit designated by the Deputy Chief of Patrol and Public Safety.

5.08.04 Staff Inspections (Revised 05/30/03)

- A. The Sheriff will have sole authority to designate personnel to serve as staff inspectors. Staff inspectors will operate under direct authority of the Sheriff and will have complete access to any unit being inspected, including all files. Questions or comments relating to the conduct of inspectors will be referred to the Sheriff.
- B. A staff inspector(s) must maintain the confidentiality of all sensitive information discovered in examination of agency files.
- C. The goal of staff inspection is to provide an objective review of facilities, property, equipment, personnel, and activities, ensuring confidentiality of

- interviewed personnel unless violation of law or gross violation of policy is revealed.
- D. While specific procedures for an inspection may vary with the nature and function of a particular unit, a staff inspector(s) will address the following, at a minimum:
 - 1. **Personnel** - Determine if personnel are completing assigned tasks, following GO's and standard operating procedures, and providing a service to the public and/or the Sheriff's Office.
 - 2. **Supplies and Equipment** - Review the efficient use and care of equipment and supplies.
 - 3. **Property and Facilities** - Review the general safety, cleanliness, and healthful conditions of the work environment.
 - E. A staff inspector(s) will prepare a written report for the Chief Deputy summarizing the strengths and weaknesses identified.
 - F. The supervisor of an inspected unit will prepare a report detailing actions to be taken to correct any noted deficiencies.
 - G. The Chief Deputy may order another inspection and report to ensure that deficiencies are corrected.
 - H. Organizational components of the Sheriff's Office may receive staff inspections at least once every 3 years.

Chapter 6. Support Services

6.01 Training

Training serves three broad purposes: first, well trained Deputies are better prepared to act decisively and correctly in a broad spectrum of situations; second, training results in greater productivity and effectiveness; and, third, training fosters cooperation and unity of purpose.

6.01.01 General Information

- A. The Chief Deputy will appoint Training Supervisors who will be responsible for arranging training required by the Peace Officers Standards and Training Commission (POST), and all other training for personnel in the Sheriff's Office.
- B. Training Supervisors are authorized to offer training to personnel from other agencies, whenever classroom space is available, with respect to any training course offered by the Sheriff's Office. The Sheriff's Office will not be responsible for travel, lodging, meals, or any other expenses associated with the training for employees from other agencies, and will not accept liability for employees from other agencies.
- C. The Sheriff's Office will pay expenses associated with authorized training of its personnel, including training fees, registration fees, transportation, meals, housing, books, and other justifiable costs. Expenses may be covered by advancing or reimbursing personnel, or by direct payment to the training institution. The Sheriff's Office will assume normal liabilities of its employees while attending approved training courses.
- D. Attendance at training programs is mandatory for scheduled personnel. Training Supervisors may grant excused absences from mandatory training only under the following circumstances:
 - 1. Illness or injury to the employee.
 - 2. Illness or injury to an immediate family member.
 - 3. Court appearances.
 - 4. Vacations scheduled prior to notification of training.
 - 5. Emergency situations that require the employee's immediate attention.
- E. Training Supervisors will offer make-up training adequate to fulfill the requirement of training missed for legitimate excuses, if possible.
- F. Attire for training will depend on the type of training being conducted. If civilian attire is permitted, those attending will dress in a professional manner.

6.01.02 Training Committee (Revised 06/28/07, 01/21/09)

- A. The Training Committee is developed from the Blount County Sheriff's Office Command Staff which is comprised of the following; Chief Deputy, Deputy Chiefs, Captains, Directors, Managers and designees appointed by the Chief Deputy to represent a function that is currently vacant a supervisor or representative from a specific unit. If a Command Staff or designee member is due to be absent from the meeting, it will be the responsibility of the absent attendee to have a designated replacement to attend the meeting. This will establish a continued flow of information.
- B. The Command Staff/Training Committee positions never change due to the agency organizational structure of command. The designee may change based on the Chief Deputy's discretion. The individual may change based on the current rank or by being absent from the meeting but replaced by a temporary designee.
- C. The Command Staff/Training Committee will formally meet weekly. This function is to have command level representation from all the major components of the Sheriff's Office. This representation allows the Sheriff's Office to have a thorough and efficient exchange of information concerning training.
- D. The Command Staff/Training Committee has the responsibility of developing, evaluating, and recommending the training needs and requirements as well as establishing goals and objectives for the Sheriff's Office.
- E. The Command Staff/Training Committee reports to the Chief Deputy. The Chief Deputy and the Sheriff will have the final authority to adopt the committee's proposals.

6.01.03 Lesson Plans

- A. Lesson plans will be required on all training conducted by Sheriff's Office instructors, and will include, at a minimum:
 - 1. Cover sheet.
 - 2. Syllabus.
 - 3. Objectives.
 - 4. Outline.
 - 5. Tests or other evaluation techniques to be used with trainees.
- B. Sheriff's Office instructors will submit lesson plans to a Training Supervisor no later than 2 weeks prior to the scheduled classes. Training Supervisors will either approve a lesson plan or return it to the submitting instructor for correction.

6.01.04 Instructors

- A. Prior to teaching law enforcement topics, instructors will have completed a POST-approved instructor development course, or successfully completed the POST approved course that is being taught, that will include, at a minimum, the following:
 - 1. Lesson plan development.
 - 2. Performance objective development.
 - 3. Instructional techniques.
 - 4. Testing and evaluation techniques.
 - 5. Resource availability and use.
- B. The Training Supervisors will ensure that instructors receive updated training as needed.
- C. Instructors from outside the Sheriff's Office may be necessary to meet specific training needs. Training Supervisors will select and supervise instructors from outside the Sheriff's Office. Compensation for outside instructors, if any, will be commensurate with the training budget and as approved by the Chief Deputy after review by the Deputy Chief of Administration.

6.01.05 Training Records

- A. Training Supervisors will establish and maintain a record of all instruction courses conducted by Sheriff's Office personnel, including:
 - 1. Course content or lesson plans.
 - 2. Roster of personnel in attendance.
 - 3. Test scores of all personnel in attendance, if applicable.
- B. Training Supervisors will maintain and keep current the training records of each employee. Training records will include, but not be limited to, the following:
 - 1. Date of training.
 - 2. Topics of instruction.
 - 3. Time involved in instructional block.
 - 4. Copies of any certificates awarded.
- C. An employee's training records will not be released outside the Sheriff's Office unless one of the following situations exists:
 - 1. Authorized by the employee.
 - 2. Required by law or governmental regulation.
 - 3. Subpoenaed or ordered released by the courts.

6.01.06 Remedial Training

- A. Remedial training is a process involving supplemental instruction based on recommendations from a supervisor and/or a Training Supervisor. Training Supervisors will consider the following in determining the need for remedial training:
 - 1. Recommendation by an employee's supervisor.
 - 2. Review of an employee's performance evaluation.
 - 3. Direct observation of an employee's performance.
- B. Needed training, once identified, will be provided as soon as possible, but not later than 90 days after an indication of needed training has been identified. If an employee's performance would expose the public to unnecessary danger, or the Sheriff's Office to substantial liability, he or she will be reassigned to a position of lesser liability, or relieved from duty until the needed training has been provided.
- C. Affected personnel will be required to attend scheduled remedial training sessions.
- D. An employee who fails to complete needed training within 90 days will be subject to transfer to a different position and/or demotion, or termination.
- E. Remedial training will not count toward annual in-service training.

6.01.07 Law Enforcement Academy

- A. *TCA 38-8-102 through 38-8-104* establishes and empowers the POST Commission to establish uniform standards for the employment and training of law officers in the State of Tennessee.
- B. Sworn officers will be required to attend a basic law enforcement training program that meets POST Commission certification requirements for prior law enforcement service prior to serving in patrol assignments. *TCA 38-8-104 and TCA 38-8-201* govern the legal basis for attendance of agency personnel at a POST-approved academy.
- C. Training Supervisors will cooperate and coordinate with POST-approved academies regarding any requests for assistance in providing staff, instructors, facilities, equipment, or any other resources.
- D. The Training Supervisors will maintain periodic contact with academies to check the progress of Sheriff's Office employees that are attending and will report any deficiencies to the Patrol FTO Supervisor to ensure those deficiencies are corrected while in the FTO Program.
- E. The Sheriff's Office will assume all normal liabilities of its employees while

attending state-approved law enforcement training institutes.

- F. Proof of successful completion of basic law enforcement training will be in the form of a certificate of completion issued by the appropriate academy, and by scores attained by new employees for each segment of the academy curriculum

- G. POST-approved training programs provide all recruits with a handbook at the time the academy training begins. Copies of these handbooks are available in the Training Office. The Blount County Sheriff's Office Basic Recruit Academy Manual that is given to all new recruits at the time the academy begins will have the following information:
 - a. Statement of the Academy goals and responsibilities
 - b. Organization and Staffing
 - c. Administrative Procedures
 - d. Operating Procedures

6.01.08 Field Training

The Sheriff's Office, in keeping with the strictest levels of performance requirements, strives to maintain the highest standards of professionalism by implementing a field training program for new Deputies. Probationary Deputies require personal guidance, instruction, direct supervision, experience in patrol operations, and orientation to the Sheriff's Office's policies and procedures in order to develop sound working habits, judgment, appearance, and efficiency in their duty performance.

A. Objectives of the Field Training Program (FTP)

1. To produce a highly trained and positively motivated Deputy capable of meeting or exceeding standards of performance required by the Sheriff's Office.
2. To provide equal and standardized training to all newly hired Deputies, and to provide remedial training in those areas where deficiencies are identified through the performance management program.
3. To build on the foundation of knowledge provided at the basic law enforcement academy, thereby creating an environment in which a trainee may develop new skills as well as increase proficiency in those acquired in the academic setting.
4. To improve the Sheriff's Office screening process by providing on-the-job observation of each trainee's performance.
5. To establish an appraisal system that is valid and job related, using a standardized and systematic approach to the documented measurement of probationary patrol Deputy performance.

6. To ultimately increase the overall efficiency and effectiveness of the Sheriff's Office by enhancing the climate of professionalism and competency demanded by the ethical standards of law enforcement.

B. General Information on the FTP

1. Field training is a process by which an individual Deputy receives formal instruction on the job, and is evaluated on his or her progress and knowledge of the job. Although a Deputy graduating from the academy has received a thorough introduction to basic law enforcement subjects, a Deputy cannot be expected to immediately assume the full responsibilities of an experienced Deputy. Under this program, the probationary Deputy will receive additional training in the field where he or she can learn from others who have already gained practical experience and knowledge. Probationary Deputies will be evaluated on a daily and weekly basis, and will receive remedial training in areas where deficiencies are identified.
2. Probationary Deputies will be required to complete a basic law enforcement academy prior to the initiation of the Field Training Program.

C. FTP Supervision

The FTP Supervisor, who will be a Supervisor appointed by the Chief Deputy or designee will be responsible for coordinating and supervising the training of probationary Deputies following their graduation from a basic law enforcement academy, or of certified Deputies with prior experience after their hiring, and until their release from the FTP. The duties and responsibilities of the Field Training Supervisor are:

1. Directs supervision of the program and performance of Patrol Deputies assigned as Field Training Officers (FTO's) while they are performing in that role.
2. Attendance at evaluation conferences with FTO's.
3. Participates in the FTO selection process.
4. Prepares comprehensive evaluations on any Probationary Patrol Deputy whose performance does not meet the standards of the Sheriff's Office.
5. Summarizes each probationary Patrol Deputy's performance and development in a letter to the Deputy Chief of Patrol and Public Safety or designee at the conclusion of each step of the Patrol Deputy's training with a FTO. This letter will contain an appropriate recommendation to retain or terminate a Patrol Deputy based on input obtained from the Daily Observation Reports (DOR), Weekly Evaluation Reports (WER), and other available support documents.
6. Conducts weekly evaluations of each FTO. If it is determined that an FTO is not performing adequately, the FTP Supervisor will meet with the FTO to resolve the problem. If performance continues to be inadequate, proper recommendations will be made to the Deputy Chief of Patrol and Public Safety with respect to possible removal or suspension of the Deputy from FTO status.

D. FTO Duties and Responsibilities

1. A FTO will be responsible for the field training of assigned Probationary Patrol Deputies, and for completion of DOR's and any additional documentation or evaluations that may be necessary.
2. Remedial training to correct a Probationary Patrol Deputy's deficiencies will be discussed with patrol supervision.

E. Qualifications and Training of FTO's

1. Have a minimum of 3 years experience in law enforcement, possessing the technical knowledge necessary for the successful performance of a Patrol Deputy's duties.
2. They will be particularly adept at preliminary investigation and report writing, conversant with the law, and aware of their law enforcement responsibilities.
3. Be well versed in the *Sheriff's Office Policies and Procedures Manual* and the *Sheriff's Office Human Resources Rules and Regulations Manual*.
4. Possess qualities of maturity, fairness, and dependability.
5. Be skilled in inter-personal relations, able to work with people under a wide variety of circumstances, and able to recognize and successfully manage potentially violent situations.
6. Possess the verbal and teaching skills required of a FTO, and must be able to perform in a coach/pupil relationship, evaluating others objectively.
7. Possess a desire to participate and exhibit a commitment to the goals of the program and the Sheriff's Office.
8. Possess advanced law enforcement training skills, particularly applicable to the Field Training Program.
9. If selected as a FTO, a Deputy will attend and successfully complete a FTO training program taught by a POST approved school, or by a member of the Sheriff's Office who is a POST certified instructor and has attended a FTO school. Those that are designated as FTO's will also receive quarterly In – Service training to enhance the FTO's knowledge of legal updates, policy changes, and new training methods.

F. Nominations of FTOs

1. A Deputy who meets the qualifications set forth above may be nominated to be a FTO by a Shift Supervisor, a FTO supervisor, an active FTO, or by application at a Deputy's request.
2. The FTO supervisor will forward the names of nominated Deputies, with recommendations, to the Patrol Captain, who will forward the recommendation to the Deputy Chief of Patrol and Public Safety for review and designation.

G. FTO Training Program

1. During the period of time a Probationary Patrol Deputy is being trained, exposure to a cross section of calls is of vital importance. Shift Supervisors should allow a FTO and the Probationary Patrol Deputy to handle or observe as many different types of calls as possible.
2. Standard Evaluation Guidelines for the Field Training Program are used as the basis for completing DOR's and WER's. A workbook will also be maintained that will contain reports, DOR's and all training related issues.
3. The Training Program will be 12 weeks and consist of 3 separate and distinct phases: Training Phase I, Training Phase II, and Training Phase III.

a. Training Phase I

- 1) The Orientation Phase will consist of a 4-week period in which a recruit will receive classroom and ride along training, becoming familiar with his or her new surroundings. He or she will also be trained in GO's and Sheriff's Office reports and the recruit will be tested frequently during this period relating to these subjects.
- 2) The recruit will be dressed in the issue uniform.
- 3) During the first week, the role of the Probationary Patrol Deputy will be strictly limited with a limited evaluation.
- 4) The FTO assigned to a Probationary Patrol Deputy will be responsible for ensuring that he or she complies with the training briefs contained in the training manual and prescribed rules for the program.

b. Training Phase II and III

- 1) Training Phase II will consist of weeks 5-8 and Training Phase III will consist of weeks 9-12. During this time a FTO will engage a Probationary Patrol Deputy in frequent discussions about their activities, and will direct him or her in the completion of all required reports and paperwork. A FTO will complete and submit DOR's on the recruit, and will attend weekly evaluation conferences with the FTP Supervisor.
- 2) After the completion of 4 weeks, Training Phase I, the Probationary Patrol Deputy will be assigned a new FTO and move to Training Phase II.
- 3) A FTO will increase the responsibilities of a Probationary Patrol Deputy throughout this phase, allowing the recruit to do the work on an increasing scale, observing the work, critiquing the work, and providing or coordinating remedial training. Toward the end of the Training Phase II, a FTO will intervene only when a Probationary Patrol Deputy should require assistance.

c. Review

- 1) A total of three (3) reviews will be conducted during the FTO Program. The reviews will be conducted in the following manner; one after the completion of Training Phase I and one after the completion of the Training Phase II and one after Training Phase III. This will allow for a review after each four (4) weeks of training.
- 2) The FTP Supervisor will conduct the face-to-face review with the trainee after each of the three training phases. The Deputy Chief of Patrol and Public Safety or his designee will conduct the final review.
- 3) The review will consist of a face-to-face meeting with the trainee. The meeting will consist of a review of the Daily Observation Reports (DOR), Field Training Manual, General Orders, Human Resources Manual and any other material received or reviewed during the particular phase concerning the trainee. The process will also consist of addressing the quality of training produced by the program and the FTO as well as the retention of training by the trainee. The review will be documented in report form and submitted to the Deputy Chief of Patrol and Public Safety. The reviews will aid in the evaluation of the quality and effectiveness of the FTO Program. This will allow the program to evolve and meet the changing needs of the Sheriff's Office in years to come.

H. FTO Program Phases:

TRAINING PHASE I

- | | |
|--------|---|
| Week 1 | Trainee <u>rides</u> and <u>observes only</u> . FTO covers BCSO procedures And patrol functions. DOR 1-4 |
| Week 2 | FTO covers officer safety, firearms safety, patrol vehicle operation, communication, and public relations. Orientations to roads are covered. FTO covers training briefs. DOR 5-8 |
| Week 3 | FTO covers traffic control/direction, report writing, crime scene prevention, and obtaining support units/equipment. Trainee begins recording information from dispatch. FTO makes all reports, trainee observes FTO gathering information for report. Orientations to roads are covered. FTO covers training briefs. DOR 9-12 |
| Week 4 | FTO covers vehicle stops, and stopping felony/stolen vehicles. Trainee starts conducting radio traffic. Verbal testing begins from the FTO. Orientations to roads are covered. FTO covers training brief. DOR 13-16 |

FTO and trainee will complete end of phase review.

TRAINING PHASE II

- Week 1 Trainee moves to new FTO. Phase II orientation. Trainee starts driving; trainee radio number will be used. Trainee begins taking simple reports. FTO covers when to arrest, arrest procedures, executing the arrest, prisoner procedures, and case filing. FTO covers training brief. **DOR 17-20**
- Week 2 Trainee begins the role of primary officer. FTO covers investigations, authority to search, evidence/property. FTO covers training brief. **DOR 21-24**
- Week 3 FTO reviews state statues/laws/local ordinances. FTO covers training brief. **DOR 25-28**
- Week 4 Trainee will be primary officer on all calls. Reports will be made by trainee. FTO covers investigations. FTO covers training brief. **DOR 29-32**

FTO and trainee will complete end of phase review.

TRAINING PHASE III

- Week 1 Phase III orientation. Review Phase II material, juvenile procedures, follow-up investigations. Prepare trainee for solo patrol. FTO covers training brief. **DOR 33-36**
- Week 2 Trainee handles everything. FTO observes only. FTO covers community policing strategies, street level enforcement, and pro-active investigations. FTO covers training brief. **DOR 37-40**
- Week 3 Trainee handles everything. FTO observes only and will not intervene unless a critical situation dictates otherwise. The trainee will review the previous workbook items and complete and log any that have not already been done by previous FTOs. **DOR 41-44**
- Week 4 Trainee will operate in solo capacity. Senior FTO is to evaluate trainee at the end of this phase. FTO and FTO supervisor will make recommendation for solo, remedial, or removal from training. **DOR 45-48**

FTO and trainee will complete end of phase review.

Note: This is the minimum a deputy should be doing at each phase. Do not hold them back if they are capable of doing more.

6.01.09 Rehires and the Hiring of P.O.S.T. Certified, or Certifiable, Individuals

- A. P.O.S.T. certified employees who have left the Sheriff's Office within the past year, and had previously completed the FTO Program, will be reviewed on a case-by-case basis to determine whether they will need to participate in all or part of the FTO Program.
- B. A P.O.S.T. certified individual, or an individual from out-of-state who would be eligible for P.O.S.T. certification, will attend the full FTO Program unless waived by the appropriate Deputy Chief, the Chief Deputy, or the Sheriff.

6.01.10 In-Service Training

- A. All sworn personnel will complete an annual POST-approved 40-hour in-service training program that includes any POST-mandated subjects and firearms qualification as well as use of force policies and procedures. Annual training will be updated to include legal updates as well as new programs to become a part of in-service training or roll call training.
- B. Deputies attending an approved specialized school may have that training counted toward their required annual in-service training, but will still be required to complete mandatory training subjects, firearms qualification and use of force policies and procedures.
- C. Ethics training will be conducted for all newly hired personnel and at least biennially for all personnel during in-service training.

6.01.11 Roll Call Training

- A. Roll call training is training or informational sessions of short duration administered to Deputies prior to, during, or after their tours of duty. The goal of this training is to keep Deputies up-to-date between formal retraining sessions.
- B. Roll call training will generally be conducted by a shift supervisor or a FTO, but may be conducted by any person demonstrating an expertise in the subject matter and approved by a Training Supervisor.
- C. All Deputies and supervisors will be expected to participate in roll call training.

6.01.12 Accreditation Familiarization (Revised 07/22/08)

- A. To ensure that all employees are familiar with accreditation and to emphasize the importance of accreditation to the Sheriff's Office, the Accreditation Manager, in cooperation with Training Supervisors, will provide Sheriff's Office personnel with information on accreditation.
- B. Command Staff will be presented information on accreditation by classroom instruction, newsletter, memoranda, and/or periodic attendance at meetings of the Commission on Accreditation for Law Enforcement Agencies (CALEA) conferences.
- C. Familiarization training relating to the accreditation process will be provided to agency personnel as follows:
 - 1. To all newly hired personnel during orientation.
 - 2. To all personnel just prior to an on-site assessment associated with each subsequent re-accreditation.

6.01.13 Specialized Training

- A. Assignments requiring specialized training will include, but not limited to, the following:
 - 1. K-9 Handler
 - 2. School Resource Officer
 - 3. Field Training Officer
 - 4. Instructor
 - 5. Special Weapons and Tactics Team (SWAT)
 - 6. Crisis Negotiation Team (CNT)
 - 7. Crime Scene Investigator
 - 8. Bicycle Patrol
 - 9. Dive Team
 - 10. Boat Patrol
 - 11. Traffic Unit
 - 12. Mounted Unit
- B. Specialized training will consist of the following:
 - 1. Development and enhancement of the skills, knowledge, and abilities particular to each specialization as noted in lesson plans that relate to pre-assignment and in-service training required.
 - 2. Management, administration, supervision, personnel policies, and support services of the function or component involved as determined in standard operating procedures established for each special assignments.

3. Supervised on-the-job training as determined by evaluation reports from specialized unit supervisors and/or team leaders.

6.01.14 Training for Non-Certified Sworn Employees

- A. All newly appointed non-certified sworn personnel will receive training including:
 1. Orientation to the roles, purposes, goals, policies, procedures, rules, and regulations of the Sheriff's Office.
 2. Working conditions.
 3. Employee rights and responsibilities.
- B. Clerical positions in the Records Office, CRIMINAL INVESTIGATIONS, and Court Services require certification training to maintain certifications required for such matters as operation of NCIC and TIBRS. The Deputy Chief of Administration, or designee, will coordinate this training.

6.01.15 Career Development

Career development is a structured process used to provide opportunities for individual growth and development at all levels. It is designed to promote productive, efficient, and effective job performance and to improve the overall level of individual job satisfaction. As criminal justice and public safety problems become more complex, parallel increases in the level of education and training are required. Higher or advanced education is not the only answer, but employees who receive a broad general education in a variety of subjects relating to criminal justice, public safety, and society in general gain a more thorough understanding of the community, are better able to communicate with citizens, and are more willing to engage in the exploration of new ideas and concepts.

A. Career Development Practices and Procedures

1. The primary objective of the career development program is to encourage the improvement of personal skills, knowledge, and abilities of employees that will allow them to successfully meet Sheriff's Office tasks.
2. Employees will have equal access to training and development opportunities based on their job and selected career path. The goal of career development is to highlight specific opportunities for individual growth at all levels and to improve overall job satisfaction and performance. The career development program furthers the professional growth and capabilities of employees in both their present and future roles with the Sheriff's Office.
3. The principal components of a career development program are:
 - a. Career counseling in conjunction with performance evaluation.
 - b. Career enhancement including selection for increased responsibility and growth.

- c. In-service training, including mandated as well as enhanced skill, knowledge, and abilities (SKA) training in all related skill areas.
4. Training staff as well as Supervisors are responsible for career counseling and development of their assigned personnel. Supervisory training will stress the evaluation and counseling skills needed.

B. Career Development Program Objectives - Objectives of the career development program include:

1. Providing that career opportunities for employees are addressed during their first 3 years of employment through a program that exposes them to the skill areas associated with their position.
2. After this initial period, providing opportunities for each employee to acquire, at a minimum, one new skill related to their profession every 3 years.
3. Ensure that all employees complete mandated in-service training in a timely manner, preferably through use of training opportunities that will enhance career growth.
4. Provide career development counseling and guidance to each employee semi-annually, if requested by the employee or the employee's supervisor, in conjunction with the performance evaluation process.
5. Provide employees who possess a certification(s) in a particular skill area, (e.g., radar operation or weapons instructor) with opportunities to renew their certification(s) and/or increase their skills.
6. Use the counseling services of other agencies to enhance individual career development, including (but not limited to):
 - a. **Colleges:** Walters State and Roane State Community Colleges provides counseling for employees interested in higher education related to criminal justice.
 - b. **In-house:** Supervisors offer counseling in specialized areas of expertise.

C. Program Inventories

1. The Deputy Chief of Administration, or designee, in conjunction with Training, will maintain an inventory of the SKA's relating to each employee. This inventory will be kept current and contain information in the following areas: educational background, training courses completed, developed skill areas, increased level of skill ability, sharing/teaching of skill areas to others, foreign language skills, firearms proficiency, service activities, employee appearance, and physical fitness proficiency. Supervisors will utilize this inventory in performance evaluation and career counseling.
2. The Training Function will maintain an inventory of skill areas available as well as an inventory of what skill area qualifications are possessed by employees. Skill areas important to the Blount County Sheriff's Office are identified in the List of Career Development Skill Areas, and are based on

important and frequently performed tasks and/or tasks requiring specialized or advance training.

3. Supervisors will evaluate skill area qualifications of their employees and inform the Training Function of each skill area qualification of assigned employees as that qualification is recorded in an individual's SKA inventory.

D. Career Counseling

1. Career counseling is a vital component of the career development program and is integral to performance evaluation (see *HR Manual*, Chapter 4, Performance Evaluation), supervisory responsibility in dealing with positive discipline, and the process of setting and achieving individual goals and objectives.
2. Through performance evaluation, supervisors will identify individual employee strengths and weaknesses, and with the assistance of the Training Function, develop a plan of self-improvement with a timetable for performing key activities. The performance evaluation form may be used as a checklist for this process with comments being made as to attainment of mutually agreed upon personal objectives.
3. Individual employees are responsible for self-analysis and identification of skill areas, or other developmental goals they would like or need to fulfill. Employees should counsel freely with their supervisors, and may at any time identify career needs in written memos sent through channels to Training and/or the Chief Deputy.

E. Developmental Training

1. Training offers each function, a number of in-service courses relating to subjects essential to their operations. Where possible, mandated in-service training might become an integral component of career development.
2. Skill area training that assists in developing career specialties and enhances the potential of an employee for upward mobility is an essential part of career development. The nature of the job requires that employees be able to deal with a wide range of duties. Each employee needs to develop new areas of interest and specialization that in turn can be shared with others.
3. To further enhance the potential for upward mobility selected employees will be provided, as opportunities arise, supervisory training in such areas as (but not limited to) oral and written communication, planning, measuring results, problem identification, prevention, and solution, counseling, and decision making. Such instruction will be through in-house training programs or at other training facilities.
4. Prior to, or just after, promotion, new supervisors will be provided specialized training in supervision, management, and specialized functional areas, depending on assignments.

5. The Training Function will:
 - a. Maintain a list of proficiency and career specialty/skill area in-service training provided to personnel. Semi-annually Training will submit a report to the Chief Deputy indicating all such training completed.
 - b. Maintain a current inventory of resources/training opportunities available for use in conducting training as part of the career development program as well as in-service.
 - c. Conduct annually a review of each employee's in-service training record to assess whether the training attended meets the skills, knowledge, and abilities required to effectively perform their jobs.
6. Temporary assignments and job rotation (when and where possible) are part of the development process. Temporary assignments may be made by the Chief Deputy in consultation with Deputy Chiefs and the Training Function to accomplish specific short-term projects or as needed in cases where an employee is placed on a light duty status. Job rotation is an integral part of career development.

6.02 Crime Prevention and Community Involvement

The Sheriff's Office is committed to activities related to community policing as it relates to crime prevention and community involvement, integrating the ideals found in various strategies for building community relationships, and establishing specific policies, goals, and objectives by which these commitments may be realized.

6.02.01 Responsibility

To ensure a unified, coordinated effort toward strong community relations and objectives, employees will share responsibility for establishing and promoting good community relations and support.

A. Operations

The Community Services Coordinators will plan and coordinate crime prevention programs that provide for the following:

1. Targeting programs by types of crime and geographic area on the basis of analysis of crime data.
2. Targeting programs to address community perceptions and misconceptions of crime.
3. Providing for the evaluation of the effectiveness of crime prevention programs to determine if programs should be continued, modified, or discontinued on an annual basis.

B. The Community Services Coordinators will actively seek to organize crime prevention groups in residential and business areas based on the above criteria and upon the request of residents. Such programs may include, but are not limited to, the following:

1. Dissemination of information on prevailing types of crimes.
2. Security inspections.
3. Traffic safety.
4. Neighborhood watch.
5. Property identification.
6. Bicycle theft prevention.
7. Vehicle theft.

C. Function

The Community Services Coordinators will be responsible for:

1. Establishing liaison with formal community organizations and other community groups.
2. Informing all Sheriff's Office employees that they are responsible for achieving the objectives of the crime prevention and community involvement programs.
3. Developing and implementing community involvement policies and programs for the Sheriff's Office.
4. Identifying training needs through interviews with citizen representatives, consultations with those involved in internal investigations, and conferences with supervisors.
5. Conveying information transmitted from citizen organizations to the appropriate function and/or Command Staff.
6. Improving practices bearing on law enforcement/community relations.
7. Establishing community groups such as Neighborhood Watch, Sheriff's Citizens Academy, and Blount County Senior Organization Programs.
8. Coordinating the publication of agency community relation objectives, success, and problems, when appropriate.
9. Working with the Blount County Planning Commission to provide crime prevention input into development and zoning policies, building codes, fire prevention codes, and procedures for the issuance of residential and commercial building permits as a proactive partner to ensure that crime prevention concerns, from the law enforcement perspective, are addressed.

6.02.02 Reports and Evaluations

A. Any employee receiving information regarding community relations, or potential community problems, will forward it to the Lieutenant of Administrative Operations.

- B. The Lieutenant of Administrative Operations will conduct a survey of citizen attitudes at least every 3 years, addressing the following:
 - 1. Overall performance of the Sheriff's Office.
 - 2. Overall competence of Sheriff's Office employees.
 - 3. Deputies' attitude and behavior toward citizens.
 - 4. Concern over safety and security within the county.
 - 5. Recommendations and suggestions for improvements in the Sheriffs Office service to the community.

- C. The Community Services Coordinators will prepare and submit a quarterly report to the Sheriff that will address the following:
 - 1. A description of current concerns voiced by members of the community.
 - 2. A description of potential problems that have a bearing on law enforcement activities within the community.
 - 3. A statement of recommended actions that address previously identified concerns and problems.
 - 4. A statement of progress made toward addressing previously identified concerns and problems.

6.02.03 Criminal Justice and Social Service Diversion Programs (Added 08/08/05)

The Blount County Sheriff's Office is committed to providing and assisting in Criminal Justice and Social Service Diversion Programs. The following are programs that the Sheriff's Office participates in:

- 1. Juvenile Probation - Deputies assist Juvenile Probation Officers in conducting in home visits for juveniles who are on probation. Included in these visits are curfew compliance and drugs screens that are conducted by the probation officer.
- 2. Drive Smart Program – This is a program that is designed for juveniles who have no previous citations but are cited for a non-criminal traffic offense. The goal of this program is to educate young drivers of the dangers they face as a part of the motorized public.
- 3. Drug Court Curfew Checks – Deputies conduct curfew checks on individuals who are participating in the Drug Court program as part of their probation. This is a program that is designed for adults.

6.03 Victim and Witness Assistance (Revised 10/17/05)

Purpose:

The purpose and goal of the Blount County Sheriff's Office Victim Assistance Program is to enhance the treatment of victims and survivors of crime and non-criminal traumatic situations, by providing victims with the assistance and services necessary to speed their physical and emotional recovery, and to support and aid them as they continue through the criminal justice system.

Definitions:

VICTIMS/WITNESS ASSISTANCE PROGRAM COORDINATOR: A full-time, paid position in an on-call status, within the Sheriff's Office, responsible for coordinating all activities of the Victim/Witness Assistance Program, to include, but not limited to, training and supervising program volunteers. The coordinator reports directly to the Deputy Chief of Investigations or designee in Criminal Investigations.

VICTIM/WITNESS ASSISTANCE PROGRAM VOLUNTEER: A Volunteer civilian position whose responsibilities, in an on-call basis, are to provide crisis intervention, information and referrals to victims and their friends and families. This position is under the direct supervision of the Victim/Witness Assistance Program Coordinator.

Goals and Objectives:

1. Based on a yearly analysis compiled by the Blount County Sheriff's Office Victim/Witness Coordinator, the goal of the Victim/Witness Assistance Program is to provide a strong, active link between victims of crime, the Blount County Sheriff's Office and the community. This will help reduce some of the stresses and frustrations victims of crime normally experience.
2. The analysis includes the following items:
 - The extent and major types of victimization within the Agency's service area.
 - An inventory of information and service needs of victims/witnesses in general (death investigations and their survivors) and special victims such as the following: (1) Domestic Violence (2) Abuse and Neglect (3) Sexual Crimes (4) Traffic Investigations resulting in injury and or death.
 - Victim assistance and related community services available within the service area.
 - Identification of all unfulfilled needs and the selection of those that are appropriate for the agency to meet.
3. The Victim/Witness Coordinator from the Blount County Sheriff's Office and the Fifth Judicial District Attorney General's Office Victim Advocate maintain open communication with local community service agencies, organizations, and the victims/witnesses.

4. The overall objective of the Victim/Witness Assistance Program is to assist victims and witnesses of crime of tragedy, and their families, in returning to the level of functioning they had prior to the offense or tragedy in as smooth and timely manner as possible.

Policy:

The Sheriff's Office shall uphold the rights of victims and witnesses as stated in Tennessee Code Annotated: "Victims Bill of Rights" 40-38-101 through 40-38-208. Members shall treat victims and witnesses with fairness, compassion, and dignity in the deployment, implementation, and perpetuation of appropriate victim/witness programs and activities.

All Sheriff's Office members shall assist the public and treat all victims and witnesses with fairness, compassion, and dignity.

When not related to criminal matters, Sheriff's Office members shall refer persons to the agency best able to provide the needed assistance.

The Victim/Witness Coordinator has the authority and responsibility for administering and coordinating the Blount County Sheriff's Office role in victim/witness assistance.

The Victim/Witness Coordinator may train and utilize volunteers to assist in meeting the needs of victims/witnesses upon approval of the Criminal Investigations supervisors and the Deputy Chief of Investigations.

The Victim/Witness Coordinator's usual hours are Monday through Friday 0800-1630 hours; however, an on-call status will be maintained for emergency purposes.

Referral information listing community services shall be provided to the 911 Communication Center and the walk-in and telephone services for those in need of assistance.

The 911 Communications Center shall provide referral services regarding Blount County Sheriff's Office resources or community services via telephone twenty-four (24) hours a day.

The 911 Communication Center will inform the victim/witness of the Blount County Sheriff's Office response and services or referral to outside agency.

The Victim/Witness Coordinator will document all contacts and activities in SOMS and all records will be kept according to Blount County Sheriff's Office General Orders to ensure the confidentiality of victims and witnesses.

The Victim/Witness Coordinator will provide material and information to the public and coordinate with the Public Information Officer about Blount County Sheriff's Office victim/witness services on an ongoing basis:

- Victim/Witness Programs
- Victim/Witness Services
- Crime Prevention Programs
- Women's Safety Programs

The Victim/Witness Coordinator will serve as liaison for the victim/witness and the Blount County Sheriff's Office with courts, social services, and government agencies of Blount County.

The Victim/Witness Coordinator will work with social services and government agencies to make the public aware of this special service to victims, and to reduce the number of victims.

The Victim/Witness Coordinator is required to attend public meetings and offer programs to local support groups such as the following:

- The Haven House established to provide shelter for battered and abused women and their children.
- Blount County Task Force Against Domestic Violence established by agencies, victims, volunteers, etc. who work collectively to eliminate all form of violence.
- Compassionate Friends Foothills Chapter established to provide assistance to families who have suffered the loss of a child.
- Parent Support Groups established by New Hope Children's Advocacy Center of Blount County to provide assistance to families of non-offending children who have been abused
- Suicide Prevention Team established by Blount Memorial Hospital with assistance from agencies, victims, volunteers, etc. to assist in the prevention of suicide and those affected by the loss of a loved one due to suicide.

Victim/Witness Coordinator's duties and responsibilities include:

- Follow-up and give assistance to those victims of cases of crimes against persons where those victims will benefit from the victim/witness program which have been assigned to the Victim/Witness Coordinator each business day after review of the sheriff's office incident reports by the Deputy Chief of Investigations or designee.
- Remain with victim/witness through initial reporting procedures at a crime scene and examination.
- Provide crisis intervention for the victim and/or secondary victim/witness:
(1) Help the victim/witness perceive reality by clearly identifying what

has happened. (2) Help the victim/witness cope by encouraging the ventilation of feelings. (3) Listen attentively and compassionately. (4) Reduce environmental stress and anxiety by talking to the victim/witness in a quiet area and remaining calm, speaking slowly and evenly.

- Assist with problem solving by providing support services, and/or psychological intervention.
- Help rape victims, as well as survivors of homicide, suicide, and other tragedy affecting victims and witnesses at the scene.
- Direct referral to Rape Crisis Center, or Haven House for domestic violence.
- Direct referral to other agencies based on analysis of each individual case and victim's needs.
- Provide transportation for referrals when necessary, as well as accompanying the victim to initial referral appointments.
- Keep current addresses of victims and alternate contact person.

The Fifth Judicial District Attorney General's Office has established a Victim/Witness Program which utilizes interagency coordination with the Blount County Sheriff's Office Victim/Witness Coordinator to provide referral forms, and combined training assistance. Every effort is made to avoid duplication of services within the county.

Victims will be assisted throughout the criminal justice process to include, but not be limited to, the following:

- Orientation
- Accompaniment to depositions and trial.
- Inform victim of changing status of the case.
- Coordinate times and dates for victim appearances.
- Assist victim with post conviction notification
- Assist victim in obtaining court ordered medical testing.
- Intervene with employers, rent, mortgage, etc.
- Assist with childcare on limited basis.
- Accompany and/or arrange transportation for victim to composites, line-ups, state attorney investigations, depositions, trial, etc.
- Prepare and accompany victim for court appearances.
- Help victim prepare Impact Statement.
- Help victim file for restitution and the Tennessee Criminal Injury Compensation Fund.

Victim/Witness Services During Preliminary Investigations:

The first reporting deputy shall give the victim or witness a Sheriff's Office Victim/Witness Services Pamphlet with the Blount County Sheriffs Office phone number as well as a listing of other needed telephone numbers.

Unless physically impossible, the Deputy or Investigator assigned to the case will brief the Victim/Witness Coordinator on the crime as it related to the victim(s)/witness(es), prior to the Victim/Witness Coordinator's contact with the victim(s)/witness(es).

If the Deputy or Investigator assigned to the case feels immediate victim/witness assistance is warranted, the supervisor on duty shall be contacted.

- If that supervisor feels immediate assistance is necessary, the on-call Victim/Witness Coordinator may be contacted and advised of the circumstances.

The Victim/Witness Coordinator shall provide support services to include, but not be limited to, the following:

- Explain the steps in processing the case, and the procedures involved.
- Contact friends or relatives upon request.
- Explain medical and legal procedures for collection of evidence.
- Explain steps available to protect victims or witnesses from threats or intimidation.
- Help obtain emergency housing.
- Help with Criminal Injury Compensation forms.
- Provide information regarding victim's right to be notified of the escape of the accused when known.
- Assist in locating medical resources.
- Assist in locating mental health resources.
- Assist in locating social services.
- Assist in locating community support services for victims/witnesses in crisis
- Assist in locating legal resources.
- Assist in locating rehabilitative resources.
- Assist in locating other financial, housing and maintenance services.

Victim/Witness Services During Follow-up Investigations:

The Victim/Witness Coordinator shall maintain contact with victims or witnesses during investigation and prosecution of the case.

The Victim/Witness Coordinator shall explain the procedures involved in the prosecution of the case and their role in the procedures.

Those victims/witness whose cases are processed in the courts will be referred to the Fifth Judicial District Attorney General's Office.

With the Blount County Sheriff's Office Victim/Witness Coordinator, the Fifth Judicial District Attorney General's Office Victim Advocate shall assist in the escort or arrange transportation to lineups, composites, state attorney investigations, depositions trial, etc. when needed.

If the impact of a crime on a victim/witness has been unusually severe and has triggered above-average victim/witness assistance, the Victim/Witness Coordinator or the Fifth Judicial District Attorney General's Office Advocate shall re-contact the victim/witness periodically to determine whether needs are being met.

If the victim/witness has been threatened, or has reasons for fearing intimidation or further victimization, the agency will provide the appropriate assistance such as the following:

- Offering a frightened witness word of encouragement.
- Placing the victim/witness in protective custody.
- To request, in certain circumstances, that the offender be required to attend a different school than the victim or the siblings of the victim.
- Initiating a separate criminal investigation into matter
- As soon as possible, notify the Fifth Judicial District Attorney General's Office
- As soon as possible, notify the appropriate law enforcement agency if other than Blount County jurisdiction.

The Blount County Sheriff's Office shall provide information to victims and witnesses as to steps available to Law Enforcement to protect these persons from intimidation.

- The notification shall include the advisement that TCA 39-16-507 makes it a felony to tamper with or threaten a witness, and the Blount County Sheriff's Office should be contacted promptly if a possible violation of TCA 39-16-507 has occurred.
- Information should be made available to victims and witnesses, prepared for distribution by the Fifth Judicial Circuit State Attorney's Office and the Blount County Sheriff's Office.
- Other information may be given in cooperation with the Fifth Judicial District Attorney General's Office.
- Community Services Coordinator will assist with materials for crime prevention.
- Victim Information cards will be available for use by all members.

A brochure explaining victims' right shall be given to victims.

- The brochure contains a listing of victims' rights and information about the Victim/Witness Assistance Program and its services.

- Blount County Sheriff's Office Members will become familiar with the victims' rights listed in the brochure during the employee orientation process.

Notification of Arrest:

The arresting Deputy shall inform the victim and/or witness of the arrest, charges, bond and any bond conditions and court date. The victim should also be advised what to do if the suspect or suspect's family attempts to intimidate, retaliate against, or otherwise cause the victim or their family to fear for their personal safety. The Deputy may receive assistance from the Victim Witness Coordinator in completing this task.

- Each of the above should coordinate with the others to assure notification is done.
- The notification shall be made before the information is released to the news media.

Victims/Witness Services after Line of Duty Deaths or Serious Injuries

The EAP, Chaplains Corp. and the Victim/Witness Coordinator shall be responsible for providing assistance to Sheriff's Office Members and their families following serious injuries or line of duty deaths.

In the event a member receives a fatal injury or an injury where a substantial risk of death occurs, the Victim/Witness Coordinator may be involved with the member and their families, to include the following:

- Provide assistance with notifying the family of the dead or injured member in a timely, personal manner.
- Assisting the family at the hospital.
- Supporting the family at the funeral and burial.
- Helping the family with legal and benefits matters.
- Counseling the family regarding finances and other possible problems by referring them to reputable community resources.
- Supporting the family during criminal proceedings.
- Maintaining contact with the family and keeping informed of their needs.

6.04 Communications

The Blount County Communications Center is the main control center for the ongoing operations of the Sheriff's Office. The Center provides access to local, state, and federal criminal justice information systems. The basic function of the Communications Center is to satisfy the immediate information needs of emergency agencies in Blount County in

the course of normal daily activities and during emergency situations. The speed and accuracy with which information flows through the Communications Center is a measure of the Sheriff's Office capability to respond to the needs of the community.

6.04.01 General

- A. The Communications Center houses a number of different communication systems such as telephone, two-way radio, teletype, and automated data communications.
- B. Operating manuals/procedures covering these functions are provided to communications personnel and include:
 - 1. Telephones
 - 2. Two-way radio
 - 3. Teletype
 - 4. Data communications
- C. In addition, operating procedures manuals and instruction guides explaining detailed operations of the technical equipment located within the Communications Center are also kept on file and are readily accessible to equipment operators. Communications Center personnel will periodically review provided manuals and guides for changes and/or revisions in equipment operating procedures.

6.04.02 Security

- A. In order to enhance patrol Deputy safety and minimize dispatcher distraction, access to the Communications Center is limited to authorized personnel, to include:
 - 1. Dispatchers/Reserve Dispatchers and civilian employees working in the Center.
 - 2. Emergency Relief Dispatchers serving as or assisting duty Dispatchers.
 - 3. Participating agencies' chief executive officers.
 - 4. Equipment service technicians.
 - 5. Civilian observers as approved by the Communications Chief
 - 6. Dispatchers will summon any available law enforcement officer via portable radio in the event of an attack at the Communications Center
 - 7. Law enforcement personnel.
- B. Since background noises are easily picked-up by the radio microphone in the dispatch area, only authorized personnel will enter the area, limiting the length and volume of conversations with the duty dispatchers.
- C. Security measures taken to protect dispatchers and communications equipment include:

1. Video monitoring equipment allows dispatchers to view persons entering the building.
2. Bullet resistant glass and armor plate between the dispatch room and training room.
3. Locked doors restricting public access to the dispatch area and communications equipment.
4. Radio and repeater power sources and transmission lines are installed underground.
5. Back up power sources are provided for the repeater system and entire communications system.
6. Back up power systems housed in locked storage area.
7. Door intercoms with voice check capability.
8. Bars on all exterior windows.
9. Bulletproof glass and steel enclosure for the console.
10. Dedicated central heat and air system.

6.04.03 Radio Controls

Multiple radio dispatch positions are located on Communications Center consoles. The operation of each position is identical.

6.04.04 Paging System

A paging system is an operational component of the computer system. Each dispatch position is able to page any Sheriff's Office employee and to send administrative pages to all Sheriff's Office employees as directed by Shift Supervisors or members of the Command Staff.

6.04.05 Status Indicators and Maps

- A. A map detailing the Sheriff's Office's service area and patrol district boundaries is mounted behind the radio consoles.
- B. Status indicators on the computer screen indicate the units in service and units that are out of service, and are regulated by a computer assisted dispatch (CAD) system.

6.04.06 Call Check Recorders

Records, stores, and provides for an immediate playback of all incoming telephone calls received, and outgoing telephone calls made on each console (storage capacity is sixty (60) minutes).

6.04.07 TTY

A TTY system provides the Communications Center with the capability of communicating with deaf individuals.

6.04.08 NCIC/TCIC Terminal

- A. The NCIC/TCIC Terminal provides access to local and regional law enforcement information networks, statewide information resources, and the National Crime Information Center (NCIC).
- B. If trouble is experienced with the terminal, the duty dispatcher will report the problem to the TCIC Control Center (1-800-824-1004) immediately. The TCIC Control Center will conduct a troubleshooting procedure in an effort to correct the trouble. If the problem continues they will contact a technician.

6.04.09 Teletype Message File

Teletype messages entered by communications personnel that are filed and maintained in the Communications Center include:

- A. Stolen motor vehicle entries.
- B. Stolen articles entries.
- C. Stolen license plate entries.
- D. Wanted persons.
- E. Missing persons.
 - 1. Similar message files are maintained recording the clearance of entries listed above.
 - 2. Stolen vehicle and wanted/missing persons' information will be disseminated daily by the communications personnel as follows:
 - a. Entries received from other enforcement agencies will be disseminated to Deputies at roll call and/or by posting wanted messages on the information board.
 - b. Entries gathered by the Sheriff's Office will be disseminated to Deputies at roll call and/or by posting copies of the related offense/incident reports or administrative messages on the information board.
 - c. Entries generated by the Sheriff's Office will be disseminated to other enforcement agencies and state/federal crime information systems as requested by an investigating Deputy.

6.04.10 Racial Wordnet

The Racal Wordnet captures all radio and telephone conversations taking place in the Communications Center. This parallel dual load recorder allows replays of any telephone or radio traffic.

6.04.11 Dictaphone Call Check Recorders

Call Check Recorders mounted in the console provide for the capture and immediate replay of radio traffic (Dictaphone Call Check), and telephone traffic (Lanier DDR-1700).

6.04.12 Law Enforcement Radio Operation

The Blount County Communications Center maintains and operates a modern, well-disciplined, two-way radio communications system using standard or recognized codes and signals. The system provides continuous twenty-four (24) hour, two-way radio communications between the Communications Center, Deputies, and other local and state public safety agencies. Every Deputy engaged in a field assignment will have access to radio communications through the use of a mobile unit and/or a portable unit.

6.04.13 Federal Communications Commission

- A. The Federal Communications Commission licenses the Blount County Sheriff's Office to operate on assigned radio frequencies. Every operator of Sheriff's Office radio equipment will comply not only with agency operating procedures, but also the rules and regulations of the FCC.
- B. FCC rules prohibit the use of profane or obscene language during radio transmissions.
- C. Dispatchers will normally accomplish station identification at least hourly, giving the station call letters.
- D. Duty dispatchers' responsibilities include, but are not limited to:
 - 1. Receiving and broadcasting of radio calls and messages.
 - 2. Receiving and relaying of emergency and non-emergency telephone messages.
 - 3. Notification of wreckers when requested by field units (see GO 3.13, Wrecker Services, concerning towing and wrecker services).
 - 4. Notification of rescue units when needed.
 - 5. Notification of business owners or contact people after receiving burglar alarm.
 - 6. Providing exact locations to field units upon request, referring to maps available in the Communications Center or by reference to the City Directory.
 - 7. Providing NCIC, TCIC, and Department of Safety checks as requested.
 - 8. Knowing the location and status of each duty Deputy.

9. Preparing necessary reports and documents as required.
- E. Duty dispatchers will receive requests for service information then dispatch to field units accordingly. If more than one call is received for the same area, the first call should be given to the appropriate unit and the second call referred to the Shift Supervisor for prioritizing and referral.
- F. Units who are assigned radio calls by the duty dispatcher will take the appropriate law enforcement action. Lengthy discussion or disagreement relating to an assigned radio call will not take place over the radio. Conflicts in reference to an assigned radio call will be directed to and resolved by the Shift Supervisor.

6.04.14 Duty Assignment Notification

- A. Shift Supervisors will submit a list of Deputies and zone assignments to the Communication Center at the beginning of each tour of duty.
- B. Dispatchers will be notified of the locations of special assignments or stakeouts, and informed of Deputies who are assigned. Dispatchers will be notified of all raids and large-scale investigations immediately prior to the commencement and provided a list of the Deputies involved.
- C. The Sheriff's Office will supply a continuously updated roster of all employees including residential, wireless phone, and pager numbers to expedite contact with employees when necessary.

6.04.15 The Sheriff's Office's Two-Way Radio System Includes the Following:

- A. A mobile unit mounted within the police vehicle (700/800 P25 Digital Trunking with multiple channel capability) with a UHF band radio used as a backup.
- B. Battery powered, 700/800 P25 Digital Trunking portable radio with multiple channel capability. Radios may be carried by hand, but will normally be worn on the officer's belt.
- C. The 700/800 P25 Digital Trunking mobile and portable radios are capable of two-way operation on a joint public safety frequency and operate through a repeater system. Operators must pause 1 to 2 seconds after keying the microphone to allow the repeater to activate before beginning their radio message. If an operator speaks too quickly, the first 1 to 2 seconds of the radio message will not be transmitted.
- D. Deputies transmitting on either mobile or portable units will identify themselves using their assigned radio identification numbers.

6.04.16 Intra-Agency Radio Transmission

A. Dispatch to Unit

1. Non-Emergency Calls

- a. Dispatcher calling a field unit will use the message format of “Unit Number”. (i.e.: 345)
- b. Unit called acknowledges by repeating their unit number.
- c. Dispatcher will then proceed with the radio message

2. Prepare to Copy Calls

- a. Dispatchers will use the following format when broadcasting information to all units: “All Units stand by to copy.”
- b. Dispatchers will pause two (2) or three (3) seconds then follow with a broadcast message.
- c. The message is re-broadcast after a shift change when a situation is still active.

B. Units to Dispatch

1. Situations requiring field units to notify and inform duty dispatchers of their status include:

- a. When responding to any situation, even though not assigned by the dispatcher (i.e.: officer in trouble).
- b. Upon arrival at the scene of dispatched and initiated incidents.
- c. When making vehicle or pedestrian stops (providing stop location and information identifying vehicle or pedestrian).
- d. Before leaving the radio when handling routine assignments and administrative duties.

2. Non-Emergency Calls

- a. Field units calling the dispatcher will use the message format, “Unit Number”. (i.e.: 345)
- b. Dispatcher acknowledges by repeating unit number. (i.e.: 345)
- c. Unit, after receiving proper acknowledgment, will proceed with a radio message.
- d. Normally, units should await dispatcher acknowledgment before proceeding with additional information. In situations involving a field unit needing immediate or emergency back up, time is critical and dispatchers must be constantly alert to the fact that the initial request for help will very likely include the Deputy’s location.

3. Unit-to-Unit - Units frequently need to communicate with each other for various reasons. The proper format is as follows:

- a. Message format for these transmissions will be “Unit Number to Unit Number”, with the unit calling identified first. (i.e.: 345 to 346)
- b. Unit being called acknowledges with their unit number “Unit Number” (i.e.: 346)
- c. The calling unit will then proceed with their message
- d. Occasionally, 2 or more units will attempt to transmit messages at the same time. In these cases, dispatchers will state “Two Units”, identify one unit and instruct that unit to go ahead with their traffic. When that unit is finished dispatchers will attempt to identify the second unit and instruct them to go ahead with their message. Priority will be given to a unit with emergency traffic.

6.04.17 Inter-Agency Assistance

- A. Dispatchers frequently receive field unit requests for assistance or service from interacting agencies or their units. Service provided by the agencies below shall be secured as follows:
 1. Maryville Police Department or Alcoa Police Department: contact by radio on their frequency
 2. Tennessee Highway Patrol (manpower assistance): contact by telephoning the local area office.
 3. Knox County Sheriff’s Office (helicopter and EOD): contact by radio on their frequency or by telephoning their Communication Center.
 4. Fire/Rescue Equipment: The appropriate fire department, rescue squad, and/or Rural/Metro Ambulance Services will be contacted by radio or telephone, depending upon the urgency
 5. Tow services will be requested in accordance with procedures listed in GO 3.13, Wrecker Services, relating to wrecker and towing services.
 6. Taxi service will be requested via telephone.
 7. Environmental and human services (i.e. the appropriate utility company, Department of Human Services, or Department of Children’s Services) requests will be made by calling the business phone numbers during normal working hours or their emergency number (as listed in the Communications Center) after hours. If assistance from the Department of Human Services is needed after hours, they will be notified.

- B. The radio transmission format used when contacting a fire department will be in accordance with fire department dispatch procedures.

- C. Mobile units occasionally need to contact other agencies or mobile units on other frequencies. Message formats for these transmissions will be “Blount County Unit Number to Agency Name” or “Blount County Unit Number to Agency Unit Number,” whichever is applicable. Once acknowledged, the unit will proceed

with the message utilizing the proper plain language. Messages from Blount County Emergency Management will be relayed as required.

6.04.18 Alert Tone

- A. Dispatchers are authorized to use the tone alert button to alert field units that an emergency or hazardous situation exists.
- B. To enhance Deputy safety, dispatchers will activate the tone alert button prior to dispatching emergency calls or messages of the following type:
 - 1. A threat to life or great danger of serious injury or major property damage.
 - 2. An active felony or violent misdemeanor situation.
 - 3. Where a felony or violent misdemeanor has occurred and it is probable that the suspects are near the scene and/or in the area.
 - 4. Accident or illness that may result in substantial personal harm.
 - 5. Any unusual incident that demands an immediate response (i.e.: accident blocking major traffic arteries, alarm at financial institutions, fire or other serious incident)

6.04.19 Phonetic Alphabet

The phonetic alphabet should be used to spell difficult words and identify license numbers. Use of the phonetic alphabet limits misunderstanding on the part of the person receiving the radio message.

- A. Plain Language** – Plain language should be used at all times in order to facilitate better Inter-Agency Communication.
- B. Disposition of calls** - Upon the completion of a call or Deputy initiated activity, the Deputy will notify the dispatcher of the final disposition.
- C. Confidential/Lengthy Messages**
 - 1. Messages of a lengthy or confidential nature will be relayed either by telephone or through meeting with another unit. This practice minimizes frequency tie-ups and increases the availability of a clear frequency for units with emergency radio messages.
 - 2. Dispatchers and field units are encouraged to exercise discretion before broadcasting an individual name on the radio (i.e.: complainant, juvenile, arrested suspect). Radio monitors (scanners) are widely used in our jurisdiction, increasing the potential for citizens to intercept confidential information (i.e.: arrest or juvenile) that may be transmitted via radio.

6.04.20 Call Prioritization/Deferred Dispatch

- A. It is the policy of the Sheriff's Office to render citizen assistance in the most timely, efficient, and effective manner possible. Often, when citizens call for assistance all they are seeking is advice, directions, information, or a remedy for a minor problem. The assistance provided by the Sheriff's Office traditionally has been to dispatch a patrol unit to a citizen's location and provide whatever aid required. The time lost through the dispatching procedure, the level of assistance required, and the service rendered would many times be no more than what either a dispatcher or a Deputy could provide over the telephone. Techniques of deferring or prioritizing calls for service will still provide citizens with a proper level of law enforcement service. The availability of patrol units to answer more serious situations will be enhanced through deferred dispatching techniques, and patrol Deputies will be able to direct more attention toward directed patrol activities and investigations.
- B. The Sheriff's Office has adopted a call-stacking and call-screening policy in order to evaluate and prioritize calls for service, and will use 3 priority levels for dispatching and responding to calls for service, permitting dispatchers to have alternative methods of handling and dispatching priority and non-priority calls. The system of call stacking will permit the Deputy to be more responsive to high priority (urgent) calls within their assigned zones.
1. **Unit Dispatch Criteria** - There are 7 criteria governing the dispatch of a Patrol Deputy to a citizen's location. All other situations will be considered eligible for deferred dispatched techniques or telephonic reports. The criteria includes:
 - a. Any time a citizen is confronted with a life-threatening situation.
 - b. Any time there is a reported crime in progress.
 - c. Any time there is physical evidence that can be collected.
 - d. Any time there is a suspect at or reasonably close to the scene.
 - e. Any time there is extensive property loss or damage.
 - f. Any time the caller insists on seeing a Deputy personally.
 - g. If there is any question as to how best to handle an unusual situation.
 2. **Call Prioritization** - Calls for service to which a Deputy must be dispatched will be given 1 of 3 priority level classifications by the dispatcher. However, the dispatcher will not hold a call if the zone car is busy on another call. The dispatcher will notify the Shift Supervisor of the waiting call.
 - a. **LEVEL A - URGENT:** Should be dispatched immediately. Criteria includes:
 - 1) A threat to life, great danger of serious injury, or major property damage.
 - 2) An active felony, violent misdemeanor, or situations that may result in either.

- 3) Where a felony or violent misdemeanor has occurred and it is probable that the suspects are near the scene and in the area.
 - 4) Accident or illness that may result in substantial personal harm.
 - 5) Any unusual incident that demands an immediate response (i.e.: accident blocking major traffic arteries, alarm at a financial institution, fire or other serious events).
 - 6) A supervisor should also be dispatched to any urgent call to assume command.
- b. **LEVEL B - NORMAL:** Any call that is not urgent, but should be dispatched due to the nature of the request for service, and handled through standard operating procedures. These calls should be dispatched in a manner to anticipate a Deputy's arrival within 10 to 20 minutes, depending on the call location and the location of the Deputy.
- c. **LEVEL C - LOW PRIORITY:** Any call when a sustained delay in response would not have an adverse impact on the incident or reduce the quality of service to citizens and the community. The caller must both agree to the delayed response and be advised of the approximate length of the delay. Such incidents may include:
- 1) Misdemeanor or other incident not committed recently and does not require an immediate investigation.
 - 2) Non-criminal activities such as parking violations or traffic services.
 - 3) Any incident that involves a minor violation or offense (i.e.: noise complaints or loitering).
 - 4) Non-law enforcement services such as request for transportation or delivery of messages.
 - 5) In-house and telephone reports.
 - 6) Officer initiated calls such as appointments or personal matters.

6.04.21 Dispatcher Authority and Responsibility

The dispatcher will announce all calls that they receive into the Communications Center. If the zone unit is on another call, they should notify the Shift Supervisor of the pending call. The Shift Supervisor will decide upon the proper priority level and decide to either assign it to another unit near the zone area, or hold the call until the zone unit is free. The dispatch of more than one Deputy to a scene will be at the discretion of the Shift Supervisor.

6.04.22 Calls for Service

Dispatchers determine through questioning citizens calling for service whether the call for service is an emergency or non-emergency. Typical areas for dispatcher questioning include:

- A. Whether a life or property is in immediate danger.

- B. If the act is in progress or about to be committed.
- C. The probability of apprehension (time elements involved).
- D. If prompt response will prevent recurrence
- E. If the scene or evidence is hazardous or in jeopardy
- F. Circumstances other than those listed above that might cause the dispatcher to believe an immediate response is necessary (i.e.: fear, excitement, or confusion).
- G. Dispatchers will take control and lead the conversation in order to quickly evaluate calls for service. Priorities will be established at the dispatcher's discretion, exercising common sense. These decisions may involve "gray areas" where the priority choice has to be made based on the caller's voice, background noise, etc. An act or incident normally classified as a Level C may, through a professional interview, be changed to a Level A. Also, subsequent calls may change the priority code. Dispatchers will not unduly persuade a complainant to alter their request for immediate law enforcement response.

6.04.23 Telephonic Report /Delayed Response

When determining if a request for law enforcement services can be handled by a report taken over the telephone, or if a citizen will favorably accept the delayed arrival of the police officer, the following guidelines should be used:

- A. The dispatcher will get all available information from the complainant and decide upon the appropriate priority level.
- B. If the report can be taken by phone, tell the complainant the following: "We can take the report by telephone for your convenience." If the complainant agrees, assign a Level C to the call. Be sure that a Deputy will be assigned to return a citizen's call and take the report over the phone.
- C. If the complainant answers "No" to handling the report over the telephone, or if a dispatcher feels that a patrol unit should be dispatched, a dispatcher determines the priority code to be assigned. If in a dispatcher's opinion a call is a Level B, the dispatcher should state the following: "Your zone Deputy is helping another citizen now and should be available to assist you as soon as possible. Will that be convenient?"
- D. If the complainant states that the delay is not convenient, assign a Level B to the call and the dispatcher will call the Shift Supervisor. If the complainant is unsure about the delay, again ask the question about taking the report over the telephone.

- E. Dispatchers should dispatch all Level B and Level C calls received quickly. If under emergency circumstances a dispatcher sees that a unit probably cannot respond within a reasonable period of time, they should call back and advise them of the delay.
- F. During emergency operations, dispatchers should advise callers of potential delays in response and suggest alternate methods of handling problems.
- G. Dispatchers will not hold or delay dispatching a call unless advised to do so by a Shift Supervisor. Dispatchers will dispatch units in the following priority order:
 - 1. Patrol Unit - Zone Car (if available)
 - 2. Patrol Unit - Shift Supervisor
 - 3. Cross zone dispatching should only occur when the Shift Supervisor has directed the dispatcher to direct the call to another unit other than the zone car.

6.04.24 Taking Telephone Reports

Many times an incident that requires a report need not be taken in person by a Deputy, but taken over the phone by a Deputy. Typical crimes and incidents that might be appropriate for telephonic reporting are as follows:

- A. Theft valued at under \$1,000.
- B. Telephone violations - Incidents of harassing or annoying phone calls directed at the complainant, excluding bomb threats or threats to do bodily harm.
- C. Property damage where there is no criminal activity.
- D. Tampering with a vehicle - All cases, unless the incident is in progress.
- E. Lost property - All cases, unless some unusual circumstance dictates the need to dispatch a Deputy.
- F. Vandalism
- G. Traffic complaints - Speeding, drag racing, or reckless driving, unless the incident requires immediate attention by a field unit.
- H. If a caller agrees to the taking of a report by telephone, the Deputy will contact the citizen, get the information needed for the report, and advise the citizen when a copy of the report will be available. If, while taking the telephone report, a Deputy decides that there is a good reason to actually go to the scene, the citizen should be so advised and a time set for the Deputy to be there.
- I. When taking telephone reports or calls for service over the phone, Deputies will verbally identify themselves when initial contact is made on the phone.

6.04.25 Computer Aided Dispatch (CAD)

- A. The CAD System is a vital source of information for the Sheriff's Office providing information used to examine and determine resource or manpower allocations, patrol zone boundaries, high crime rate areas, and/or peak hours of workload demands. Records for each call must be accurate, including all pertinent information. Normally, the CAD System will be used in the following cases:
1. Citizen complaints.
 2. Citizen reports of crime.
 3. Follow-up investigations.
 4. Incidents involving arrests, citations, or summons.
 5. All situations where a Deputy was dispatched.
 6. All situations where a Deputy was assigned to take action at a later time.
 7. Criminal and non-criminal cases initiated by officers.
- B. The CAD System provides space to record valuable information on each radio call dispatched. The space includes:
1. Date and time of request
 2. Name and address of a complainant (if possible)
 3. Call back telephone number
 4. Type of incident reported
 5. Location of incident
 6. Unit and back-up unit assigned
 7. Time of dispatch
 8. Time of Deputy arrival
 9. Time Deputy returned to service
 10. Incident Report number
 11. Deputy/Dispatcher comments
 12. A dispatcher's signature or initials
- C. The CAD System provides space for information explaining why certain actions were taken, names of persons whom they warned or given advice, such as loud party situations.
- D. The CAD System will be used on every occasion that a Deputy is out of service. Dispatchers will enter a Deputy's status and reason for being out of service.
- E. **Complaint/case numbers** will be assigned to an investigating Deputy(s) based on the next available case number in the automated file system.
- F. **Calls for service** are requests made by a citizen, business, or another law enforcement agency requiring the assignment of law enforcement resources. Information to be recorded at the time of a call for service includes:
1. Name and address of a complainant (if possible)

2. Location of incident
 3. Type of incident reported
 4. Time and date the request was received and dispatched
 5. Unit and back-up units who were assigned and their arrival time
- G. Additional information to enhance a Deputy's safety will be solicited by dispatchers when handling requests involving calls of a violent nature or crimes in progress. Questions that dispatchers will ask include but are not restricted to:
1. Are any weapons involved?
 2. How many persons are involved?
 3. Is anyone injured?
 4. Is the suspect(s) still there?
 5. Direction and description of fleeing suspect and/or vehicle.
 6. Is an offender under the influence of drugs or alcohol?
- H. In cases listed above, dispatchers should maintain telephone contact with a complainant(s) pending unit arrival to receive any additional information for the Deputy to use. Information of this nature should be recorded.
- J. **Patrol initiated activity** involves situations initiated by Deputies through the performance of their duties that are classified as patrol initiated (i.e., vehicle stops, checking suspicious persons, or follow-up investigations. Recorded information includes:
1. Location of incident.
 2. Unit initiating activity and back-up unit assigned.
 3. Reporting area.
 4. Offense/Incident report number if initiated activity is a follow-up investigation.
 5. Type of incident.
 6. Time and date received should be stamped.
- K. **Clearance of calls** relates to when an assigned unit clears a call. Following completion of a call, if it is determined that the incident classification is different from that which was originally reported, a classification change should be made.
- L. Following completion of radio dispatched calls, Deputies will inform the dispatcher of the action taken. An Incident Report Number is issued by the Sheriff's Office computer system that is used by Deputies to track the initial paperwork and follow-up reports. These numbers will be an eight-digit figure and assist the Sheriff's Office in filing or retrieving information and in auditing the communications system. All Supplementary Reports which relate to an original Incident Report will carry the same case number as assigned through the computer case numbering system.

6.04.26 Radio Failure

In the event that the Communications Center experiences loss of radio communications caused by power failure (i.e., ice, wind, rain, or other cause), back-up systems will be available to provide emergency power. Back up systems will include:

- A. Generators that will supply power to the repeater, thus allowing radio communications to continue.
- B. Floor model LP Generator that can supply adequate power to maintain normal operations within the Communications Center.
- C. If it is determined that loss of radio communications is caused by mechanical failure within the radio console or repeater system, the duty dispatcher will:
 - 1. Use a portable radio to maintain communications with field units
 - 2. Immediately notify radio repair of the existing trouble
- D. In the event the Communications Center experiences radio failure of the primary radio channel, all units will switch to and operate on another assigned agency=s frequency until further notice.
- E. In the event the Communications Center experiences complete radio failure, including back-up power systems, the Shift Supervisor will return to the Justice Center and will telephone the Communications Center leaving a telephone number for dispatchers to contact. All field units will remain in their assigned zones unless instructed otherwise, and receive all dispatched calls directly from the Shift Supervisor. Field units will notify the Shift Supervisor upon clearing a call, who will telephone the Communications Center with the call status and further instructions.

6.04.27 Back-Up Systems Maintenance

All back-up emergency power systems will be inspected and tested monthly by assigned personnel. The Communications Chief will conduct periodic tests and inspections, and a record of inspections, maintenance, and test results will be filed on-site.

6.04.28 Law Enforcement Telephone Operation (Revised 08/23/04)

The general public relies heavily on the public telephone system as a means to request emergency and non-emergency services provided by the Sheriff's Office. Therefore, it is essential that the Sheriff's Office operate a modern and efficient telephone system. All personnel, especially Communications Center personnel, should fully understand the operation and use of the telephone system so that phone calls received

are processed without unnecessary delay. All forms of communication to include phone and video on the premises of the Blount County Justice Center and Juvenile Corrections Facility may be recorded at any time. Each Sheriff's Office employee is issued a four digit access code for making long distance phone calls from the Justice Center or Courthouse. Employees should only use the code issued to them and will only make long distance call that relate to Sheriff's Office business.

A. General

1. The Blount County Communications Center provides 24 hour, toll-free, telephone access for emergency calls to all residents in the county.
2. The Communications Center lists agency telephone numbers in the white pages of the local telephone directories.
3. The following telephone lines access the dispatch console:
 - a. Three general information lines, which provide for the automatic transfer of incoming phone calls if the primary line (983-3620) is occupied.
 - b. Two emergency lines (911) for the receipt of emergency calls for service that citizens may access toll-free at public (pay) telephones.
 - c. One (1) Knox County line (522-1020) for access to the dispatcher for that area.
 - d. In addition to being listed in local directories, the emergency number (911) is displayed in public phone booths throughout the county and on all marked patrol units.

B. Transfer of Calls

1. **Emergency Phone Calls** - Occasionally, the Communications Center and/or the Sheriff's Office will receive emergency telephone calls intended for another law enforcement agency or another public service agency. Realizing that different agencies require different emergency information, personnel will transfer the call to the appropriate agency.
2. **Non-Emergency Calls** - In cases when non-emergency calls intended for other agencies are received, dispatchers will provide the agency's telephone number and ask the caller to place the call directly themselves. If a call is received on an emergency line and the remaining emergency lines are in use, the caller should be courteously advised of the administrative telephone number and asked to call back on a non-emergency line.

C. Telephone Failure

1. In the event telephone service within the Communications Center fails or is interrupted to the extent that citizens' calls are not received, the duty dispatcher will immediately notify the following:
 - a. Communications Chief

- b. All agencies
 - c. All emergency services.
2. If it is determined that the trouble is not county wide, a command post will be established in an unaffected building such as a school or a community center. This will ensure that a dispatcher and the necessary forms and portable radio equipment and charger are transported to and set up in the temporary location.
 3. Local radio and television stations will be contacted and provided a phone number where requests for law enforcement and/or fire services are to be directed; and be requested to broadcast this information frequently.
 4. The appropriate telephone company will be contacted to initiate repairs.
 5. The Communications Center will operate from the command post position until telephone services are restored.

6.04.29 Line Load Study

- A. The Communications Center Chief will ensure that the Sheriff's Office maintains a sufficient number of telephone lines so that, under normal circumstances, calls placed will not receive a busy signal or go unanswered.
- B. The study will be accomplished by contacting the appropriate phone company requesting a "busy study" to be administered on all phone lines annually.
- C. Due to the length of time required to administer the study, contact with the telephone company should be made 3 months prior to the date that the results are to be expected.

6.04.30 Annoying/Obscene/Anonymous Telephone Calls

On occasion, communications personnel may receive annoying, anonymous and/or obscene phone calls. These types of calls should be reported to the Communications Chief. If these types of calls become repetitious, the Communications Chief will contact the business office of the appropriate phone company. If assistance is needed after normal business hours, dispatchers will contact an operator and request to speak to a security officer.

6.04.31 Recording Emergency Radio/Telephone

- A. For the radios, all talk groups are recorded 24-7, 365 days a year. The system is N.I.C.E., and the title of it is a NICE Digital Logging Recorder. The retention period for recordings is one year at any given time officially. It records to a hard drive onboard the recorder digitally, and is backed up by a Digital Audio Tape backup. If the recorder fails, the tapes are used to rebuild the database and restore the recordings after repair. The Motorola system itself also has a very limited recorder that can go back several days prior to whatever date and time it is for the

selected talk group, as a last resort. The recorder also records any UHF VHF channels the center uses.

- B. For the phones, a CVDS Inc. Comlog IP350 model recorder is utilized. Retention officially is 1 year at any given time, but in reality it will be indefinite due to the large capacity of storage the system has. The system is backed up to a “mirrored” hard drive, which is an exact copy of the main hard drive and can be activated and used if the main recording drive is lost, thus recovering all the old phone recordings.

C. Review

1. All recorders will be in operation 24 hours a day.
2. Dispatchers may review phone conversations on the Call Check Recorder as needed.
3. The Racal Wordnet system will not be stopped to play back messages unless determined to be necessary.
4. Requests by law enforcement personnel to review tapes of telephone or radio communications will be made to the Communications Director, who will make the necessary playback arrangements.
5. Requests from the general public for review of recorded radio and/or telephone conversations will be directed to the Communications Director. A basic fee of \$30 will be charged for the location and transcription or requested data, with a charge of \$30 for each additional hour required to honor the request.

6.04.32 Alternative Communication

- A. Alternative Communication methods are cell phones, with which each deputy is equipped. These phones also have the ability to function as a pager.
- B. The Sheriff’s Office website also functions as an alternate method of communication and allows for informing of the public. The agency intranet site is used to keep employees informed of pertinent information related to the Sheriff’s Office.
- C. Email is utilized in two capacities. The first is commercial e-mail that allows for communication between employees as well as members of the outside agencies. The second is Sheriff Office Management System e-mail. This allows for communications on the secure network inside the Sheriff’s Office.
- D. Faxes can also be utilized to transmit information to other agencies.
- E. The final source of alternate communication is the Mobile Data Terminal. These are utilized in the marked cars to allow for deputies to communicate without being overheard or monitored.

6.05 Records

The Records Office serves as the records repository for the Sheriff's Office. An effective records management function reduces duplication of work and increases efficiency, and provides access to records concerning police activities essential to meeting management, operational, and informational needs. Employees must be aware of, and properly trained in, completing required reports and paperwork, as well as the procedures for the confidentiality and release of records and the information in them.

6.05.01 Security and Access

- A. Completed original citations, Incident Reports, Accident Reports, and supplemental reports and records will be maintained in the Records Office. Original copies are never to leave the control of the Records Office. Copies of originals may be made to an authorized employee, an authorized employee of another law enforcement agency, a citizen who has a need for a copy, such as for insurance purposes. Guidelines are established in other GO's that may stipulate a different location for the maintenance of certain types of records such as case files, personnel records, and/or training records.
- B. The doors of the Records Office will remain locked and routine access restricted to the following personnel:
 - 1. Records personnel.
 - 2. Equipment Custodian personnel.
 - 3. Sheriff, Chief Deputy, or Deputy Chiefs.
 - 4. Director of Technology.
 - 5. Patrol, Criminal Investigations, and corrections supervisors.
 - 6. Crime Analyst
 - 7. Accreditation personnel.
 - 8. Court services personnel.
 - 9. Building maintenance personnel.
- C. Records personnel must supervise any other personnel entering the Records Office.
- D. The Records Office is not open 24 hours a day, and is normally open from 0800 until 1630, Monday through Friday, although access to records is accomplished anytime through the Sheriff's Office computer system. The Director of Technology has designed the computer system to access the following information on reports and records:
 - 1. Alphabetical master name index.
 - 2. Service calls and crimes by type.

3. Service calls and crimes by location.
 4. Stolen, found, recovered, and evidentiary property.
- E. Records maintained in computer files will be protected by password. Personnel with access to computer records will maintain the confidentiality of sensitive information. (See Chapter 8, Data Processing, of the *Blount County Sheriff's Office Human Resources Rules and Regulations Manual* relating to management information systems).

F. Records Release

1. Records with the status of OP (see GO 4.01.05, Case Quality Control for status of records) may be released with the following guidelines:
 - a. The requesting person is the victim.
 - b. The requesting person is a representative of the victim such as a family member, providing the family member is not the offender.
 - c. The requesting person represents an insurance company representing the victim, and a fee is paid.
 - d. An offender, a representative of an offender, or any other person requesting a record relating to an offender, may obtain a copy of a record only with a subpoena or permission of an investigating Deputy.
2. If a record report status is CL, EX, AD, or IN, only the following information may be released:
 - a. Victim or offender's name.
 - b. Date of incident.
3. Mental Health and Attempted Suicide Reports will only be released with the following terms:
 - a. To the victim
 - b. To the guardian of the victim (which must be listed in the report) if the victim is a juvenile
 - c. To an attorney that is representing the victim, upon proof of representation
 - d. To a family member that has Power of Attorney for the victim, with paperwork from a court, this must be presented at time of request.
4. Suicide Reports will only be released with the following terms:
 - a. To an attorney that is representing the deceased, upon proof of representation
 - b. To the guardian of the victim (which must be listed in the report) if the victim is a juvenile
 - c. To the Administer of Estate, with paperwork from a court, this must be presented at time of request.

5. The Office Manager will develop procedures for checking out records that ensures their accountability. Employees will return any checked out records promptly, and are responsible for the security of the files while in their possession.
6. Records containing medical and educational/training information relating to employees will be released only upon a court order. Other records will be released only as required by federal or state law, or upon court order.
7. Employees of the Sheriff's Office, probation and parole officers, employees of other law enforcement agencies, and members of the District Attorney's Office may request copies of records for legitimate purposes based on procedures established in the Records Office standard operating procedures.
8. The Deputy Chief of Administration will establish a schedule of fees for the release of copies of records. All fees collected will be by the Business Office and deposited daily.
9. Records personnel will submit crime data from Sheriff's Office Incident Reports to the Tennessee Bureau of Investigation (TBI) via the Tennessee Incident Based Reporting System (TIBRS).

6.05.02 Juvenile Records

- A. The Records Office maintains records on Incident Reports, arrests, and investigative case files on juveniles that have been involved in incidents worked by the Sheriff's Office, and are kept in a secure location(s) separate from similar files maintained on adults. Criminal histories are maintained by the Juvenile Court Clerk's Office located in the Blount County Courthouse, and arrest records of those processed into the Juvenile Detention Center are maintained in the Juvenile Detention Center Master Control.
- B. As stipulated in *TCA 37-1-154*, juvenile records may be open to public inspection only under the following conditions:
 1. A charge of delinquency is transferred for criminal prosecution under *TCA 37-1-134*.
 2. The interest of national security requires it.
 3. A court order requiring juvenile records opened for inspection.
- C. Incident Reports involving juveniles may be released for review and/or copying to the following:
 1. A court in which a juvenile is convicted.
 2. Counsel for a party (victim or offender) to the proceeding in juvenile court.
 3. The officers of public institutions or agencies to whom a child is committed.
 4. Law enforcement officers when necessary for the discharge of their official duties and approved or ordered by a court.

5. Probation board considering a juvenile's probation or discharge.
 6. A representative of an insurance company of the victim (fee charged for this service).
 7. To school officials if an incident occurred on school property.
- D. As specified in *TCA 37-1-155*, juveniles may be photographed or fingerprinted for identification only in the following situations:
1. The juvenile is charged with a delinquent act that would constitute a felony if committed by an adult.
 2. Latent fingerprints are found during the investigation of a crime and there is probable cause that they are those of a juvenile.
 3. There is reasonable suspicion that the description of an offender is that of a juvenile.
 4. By order of the Juvenile Judge if delinquent.
- E. Fingerprint files and photographs will be destroyed in the following situations:
1. A juvenile is charged with a misdemeanor and is not adjudicated delinquent.
 2. A petition alleging delinquency is not filed.
 3. A case is transferred to the juvenile court.

6.05.03 Record Retention Schedule

- A. Accident reports will be retained for a minimum period of 3 years.
- B. Arrest reports will be maintained for 100 years after an arrestee's birth, or until an arrestee's death has been confirmed.
- C. Case files will be maintained for 100 years after a suspect's birth, or until a suspect's death has been confirmed.
- D. Original copies of Incident Reports not related to an arrest will be retained for a period of 5 years.
- E. Computerized reports will be retained in the data processing system indefinitely, stored on magnetic tape, and placed in secure storage.
- F. Records will be expunged upon a court order.

6.05.04 Reports and Accountability

- A. Incidents requiring reports that are alleged to have occurred within the jurisdiction of the Blount County Sheriff's Office are documented in appropriate reports in the proper manner as directed by policies and procedures. Incidents that will be reported include the following:

1. Citizen complaints.
 2. Citizen reports of crime.
 3. Incidents to which a Deputy is dispatched or assigned to investigate.
 4. Criminal and non-criminal cases initiated by Deputies.
 5. Incidents involving arrest, citation, or summons.
- B. Field reporting forms are a part of a Field Reporting Manual that presents each form used in field reporting, the information required in each field report, and the procedures to be followed in completing and processing each field report. Personnel completing reports on existing cases should use the computer generated case number originally assigned to the case. Personnel completing reports on new cases should use the computer generated case number from the Incident Report.
- C. Employees will submit completed reports to their immediate supervisor for review by the end of their tour of duty. Supervisors will sign the reports after ensuring they are complete, accurate, legible, and on the proper forms, and will forward them to the Records Office.
- D. Supplemental reports will be completed and submitted to the appropriate supervisor, additional information, or information leading to an arrest, will be submitted before their tour of duty ends.
- E. Records Office personnel will conduct a final review of all reports received prior to entering the reports into the computer system. Errors and omissions will be returned to a deputy chief, or designee, of the originating function for correction.
- F. Deputies will complete Incident Reports as outlined in the TIBRS Manual that includes code sheets to assist in determining which report should be completed.
- G. State Accident Reports and supplements will be completed under the guidelines published in the *Tennessee Uniform Traffic CrashReport, TDS-SR-1, Officer's Manual*. Records personnel will archive Accident Reports and forward those involving injuries or property damage to the Tennessee Department of Safety.
- H. All citations are stored in a locked cabinet in the Patrol Roll Call Room. Once the citations are issued, a Shift Supervisor will maintain a record of those issued. Records personnel will enter data relating to citations and tow slips that, when necessary, will be attached to an Incident Report.
- I. Records personnel will enter all TIBRS reports and traffic accident reports and citations into the computer records management system.
- J. Case files relating to criminal investigations (GO 4.01.04, Case Management), vice, drugs, and organized crime investigations (GO 4.05), criminal intelligence activities (GO 4.06), and files on informants (GO 4.07), initiated by the functions

will be maintained in those functions until the cases are closed, at which time they will be forward to the Records Office for storage.

6.05.05 NCIC Terminal Usage

The National Crime Information Center (NCIC) is a computerized criminal justice information sharing system. Sheriff's Office personnel who meet eligibility and training requirements may access the Sheriff's Office's NCIC terminal for the performance of their official duties, and will comply with all NCIC regulations as issued by the FBI, TBI, and the Sheriff's Office.

A. Definitions

1. **Criminal History Record Information (CHRI)** - A criminal history record of a person who has been arrested and charged with having committed a criminal offense. The available information may or may not include disposition data. MDT's are not capable of running criminal history checks.
2. **Criminal Justice Agency** - The courts, a governmental agency, or any subunit thereof that performs the administration of criminal justice pursuant to a statute or executive order, and which allocates more than fifty (50%) percent of its annual budget to the administration of criminal justice. Criminal Justice agencies may represent federal, state, county, municipal, or metropolitan levels of government.
3. **Law Enforcement Agency** - A governmental agency having statutory power of arrest whose primary function is that of detection, apprehension, and institution of prosecutions, and which allocates more than fifty percent (50%) of its budget to the administration of criminal justice. Law Enforcement agencies may represent federal, state, county, municipal, or metropolitan levels of government.
4. **NCIC** - The National Crime Information System operated by the Federal Bureau of Investigation.
5. **NCIC Equipment** - The NCIC computer, keyboard, monitor, printouts, and all other physical equipment and materials associated with this information system.
6. **NCIC Information** - Also referred to as "NCIC Data", this is defined as all information obtainable through the NCIC system, regardless of whether the data is managed by a federal, state, county, municipal, or metropolitan agency, regardless of whether the data is obtained by viewing the monitor or reading the printouts. NCIC data includes, but is not limited to, information on: wanted persons, stolen property, criminal histories, commencement and termination of prosecution identification of criminal acts and conduct, and information compiled in the course of the investigation of crimes that are known or believed on "justifiable suspicion" or reasonable grounds to have occurred, or to be in the planning or conspiratorial process, including information on identifiable individuals compiled in an effort to anticipate,

prevent, or monitor criminal activity, and information artificially created from the analysis and combination of other data.

7. **Password** - A unique identifier allowing certified operators to activate the terminal. Passwords are given to an operator, and both are individual and specific to each operator.
8. **Reserve** - A volunteer, sworn law enforcement officer who may possess the same powers and performs the same duties as full-time Deputies. Reserve Deputies have qualifications and training equivalent to full-time, sworn Deputies performing like functions, and are used to supplement the day-to-day delivery of law enforcement services.

B. NCIC Management Structure

1. The Director of the FBI is the operational manager of the NCIC system. The Director issues all rules and regulations on NCIC operations based on recommendations generated by the NCIC Advisory Board.
2. The Tennessee Bureau of Investigation (TBI) is the manager of all NCIC users inside Tennessee and issues rules and regulations in addition to those created by the FBI. The FBI has authorized the TBI to require all NCIC users accessing NCIC via TBI to comply with all operational rules and regulations issued by both the FBI and TBI, and to issue sanctions against users who do not comply with these rules and regulations.
3. The Sheriff's Office has contracted with the TBI for access to the NCIC system, and a NCIC terminal is located in the Sheriff's Office. Sheriff's Office personnel will comply with all FBI, TBI, and Sheriff's Office rules and regulations relative to the access and use of the NCIC terminal, and all information contained within the NCIC system.
4. The Sheriff's Office will pay the costs for terminal operating equipment or computer, plus software and maintenance thereof, required to establish a terminal operation, and will pay the costs for NCIC line access fees as required by the TBI.
5. The NCIC terminals in the Sheriff's Office are full access terminals that allow personnel to access data already in the NCIC network in addition to the entry, modification, or removal of data from the NCIC system.
6. Violations of NCIC rules and/or regulations may result in sanctions being issued against the Sheriff's Office by the TBI. These sanctions include, but are not limited to, removal of all BCSO records entries from the NCIC system and discontinuance of NCIC service. A copy of the sanctions plan is on file with the agency Terminal Agency Coordinator (TAC). At the employee level, personnel may be subject to disciplinary action as defined in Chapter 5, *Disciplinary Procedures*, found in the *BCSO Human Resources Rules and Regulations Manual*. Any person who violates NCIC rules/regulations may be subject to criminal prosecution as initiated by the TBI or FBI.

C. NCIC Terminal Security

1. The TBI will inspect and approve the area where the terminal will be installed prior to its activation. If the terminal is to be relocated from that site, the TBI will inspect and approve any proposed site prior to the relocation. These inspections are directed at ensuring security and preventing unauthorized use of a terminal or data.
2. Persons permitted to enter the room where the terminal is located include only authorized personnel such as records clerks, Criminal Investigations personnel, and Master Control Officers.
3. Persons authorized to transmit and receive messages on a NCIC terminal include designated sworn employees. No other persons are authorized to use the keyboard at a NCIC terminal. Personnel authorized to operate a NCIC terminal are also permitted to access and share NCIC data by way of radio transmission, telephone, or other communications methods commonly available. This authorization to receive NCIC data is based on a person's employment status, not solely on a person's certification to operate a terminal. Certain restrictions will apply to the methods used to share criminal history data detailed below.
4. The Sheriff's Office will submit to FBI/TBI audits of all the agency's NCIC transactions to ensure compliance with applicable rules and regulations governing use of the NCIC system. These audits will occur on a 3- year frequency.
5. The Sheriff's Office will immediately report all instances of misuse in the operation of NCIC equipment, or improper use of NCIC information obtained from the terminal located in the Sheriff's Office to the TBI.

D. Terminal Agency Coordinator

1. The Sheriff's Office will appoint a Terminal Agency Coordinator (TAC) to act as liaison with the TBI, and will inform the TBI of the TAC and Alternate TAC assignment and any reappointment made in these positions.
2. The TAC and Alternate TAC will be full time employees of the Sheriff's Office. Immediately before appointment, or shortly thereafter, the TAC and Alternate TAC will attend TAC Orientation Class and Basic NCIC Operations Class as provided by the TBI. Thereafter, the TAC and Alternate TAC will attend all mandatory bi-annual re-training required by the TBI.
3. The TAC and Alternate TAC are responsible for overseeing day-to-day operations of the NCIC terminal, and will submit an Employee Eligibility Certification Form to the TBI for all personnel authorized to become an operator of an NCIC terminal. The TAC will perform or supervise the investigation of operator candidates' completion of the data required by the Employee Eligibility Certification form.
4. The TAC, or Alternate TAC, is responsible for providing training for personnel who are authorized by the Sheriff to operate an NCIC terminal.
5. The TAC, or Alternate TAC, is responsible for establishing a password system to allow authorized employees to access the NCIC terminal and to access NCIC data, which will allow them to perform routine duties.

Employees who require access to more sensitive data may request assistance from their supervisor on a need to know basis.

E. Terminal Operator Qualifications/Training

1. Employees who are authorized by the Sheriff to operate an NCIC terminal must meet the following minimum qualifications:
 - a. 18 years of age or older
 - b. High School Graduate (or equivalent)
 - c. Citizen of the United States (Birth Certificate Required)
 - d. Integrity, moral turpitude standard
 - e. Free from any felony/serious misdemeanor convictions
 - f. Thorough criminal history background investigation.
 - g. Set of fingerprints on file at TBI.
 - h. Terminal Operator Eligibility Report Form on file

G. Operator candidates must successfully complete a training course prescribed by the TBI before they will be allowed to operate a NCIC terminal without supervision. This training program may contain classroom lecture, written assignments in the Certification Workbook and Study guide, hands on training at an NCIC keyboard under Certified Operator supervision, a written examination, and any other elements required by the TBI.

H. In order to maintain operator certification, certified operators must successfully complete re-certification testing within twenty-four (24) months following their most recent certification. Employees who fail to maintain operator certification will be denied access to the computer system. Those who are issued Mobile Data Terminals (MDT's) and fail to maintain operator certification will be directed to turn in their MDT that will be returned when the employee obtains the proper certification. Operator certification is critical to operations, and failure to maintain proper certification will be cause for disciplinary action.

H. Terminal Operations

1. As defined by federal regulations and state statute, access to the NCIC system, and any data contained therein, is available ONLY to law enforcement and criminal justice agencies, and their personnel, as defined earlier. These regulations also control the use and dissemination of NCIC data after it is in the hands of the law enforcement/criminal justice user.
2. Sheriff's Office personnel are authorized by statute to access NCIC data for the performance of their legally authorized duty functions. Before employees may initiate any NCIC inquiry, they must successfully pass the following 2-question test:

- a. Is the individual authorized by statute to handle NCIC information?
Employees of the Sheriff's Office meet this requirement based on their employment status with a law enforcement agency.
 - b. Is the inquiry directly related to the individual's duty performance? NCIC inquiries initiated by Sheriff's Office employees must be directly related to the employee's law enforcement duties in order to meet this test. The Sheriff's Office does not authorize personnel to make NCIC inquiries for any other purpose other than the performance of an employee's law enforcement duties.
3. Employees are allowed to share NCIC information with those persons who meet the law enforcement or criminal justice standard. When making the decision on whether an employee is qualified to receive NCIC data, employees must first determine that the recipient is an employee of a law enforcement or criminal justice agency, as these agencies are defined earlier. If any question on this status exists, employees are not to share the data with the individual until the TAC renders a ruling on the question.
 4. Employees will not share NCIC information with any person(s) employed by any entity other than a law enforcement or criminal justice agency and who is not authorized to receive NCIC data. Examples of agencies and personnel who do not meet the law enforcement or criminal justice definitions, as stated above, include: elected government officials, fire departments, school systems (both public and private), participants in graduates of the Sheriff's Citizens Academy, codes enforcement personnel, employees of the Public Defenders Office, Department of Human Services, Beer Board, private security companies, wrecker companies, locksmiths, and any other agency or individual who does not meet the above stated definitions of law enforcement or criminal justice agency.
 5. The Sheriff's Office receives numerous requests for information that many times is available from both the keeper of the record and from the NCIC database. An example would be vehicle registration information, which is available from both the Court Clerk's Office and the NCIC database. The fact that information may be accessed through the NCIC terminal does not allow employees to secure any requested information from the NCIC terminal for the release to the public. Sheriff's Office personnel will direct information requests from the public to the keeper of the record for the information they desire.
 6. Employees will not willfully disclose or deliver any information obtained from the NCIC system to any person(s) who does not meet the law enforcement or criminal justice standard, and will not use the NCIC equipment, information, or printouts in any manner that would allow unauthorized person(s) to gain access to the data.
 7. The only persons allowed to enter a NCIC terminal room are those persons who are authorized to receive and handle NCIC information. This authorization allows employees of law enforcement agencies and criminal justice agencies to enter the NCIC terminal room, and employees will not

allow any person who does not meet this standard to enter a NCIC terminal room.

8. The only persons allowed to operate a NCIC terminal located in the Sheriff's Office are certified operators and employees undergoing training in the company of a certified operator.
9. Employees are only authorized to transmit, receive, or exchange information directly relating to law enforcement matters, and will not use the NCIC system for the transmission of general, curiosity, or personnel messages.
10. Employees are authorized to receive NCIC printouts on matters relating to their duty performances, and may store these printouts in active case files. When a printout is no longer needed, personnel will shred the printouts.

I. Criminal History Record Information (CHRI)

1. Criminal History Record Information (CHRI) is the criminal history record of a person who has been arrested and charged with having committed a criminal offense. The available information may or may not include disposition data. Reminder: a negative reply does not mean the person has no CHRI. Fingerprints should be submitted for a complete, accurate response.
2. Federal law and state statute regulate the ability of Sheriff's Office employees to access and disseminate CHRI data. Employees must become familiar with these requirements and comply with their mandates.
 - a. **Persons Authorized to Request** - Any Sheriff's Office employee may obtain CHRI for the performance of their duty obligations. However, due to the sensitive nature of CHRI data, only limited numbers employees are empowered to initiate CHRI inquiries on the NCIC keyboard.
 - b. **Reason/Authority to Initiate a CHRI Inquiry** - Requests for CHRI must meet the 2-prong test mandated by the TBI. First, a person who is authorized by statute to make an inquiry must initiate a request. Second, this person must have a statutorily authorized purpose for making an inquiry. The following narrative identifies those persons and instances when CHRI may be properly obtained:
 - 1) **Purpose Code "C"** - Applies to an investigation of a criminal violation. The specific crime being investigated may be a felony, misdemeanor, or municipal ordinance violation. Further, the person named in the injury may be a suspect, defendant, victim, witness, informant, or any other person who has a bearing on the investigation of the violation. Sworn personnel are empowered to request a "C" purpose CHRI inquiry. A case number or arrest/booking number is required.
 - 2) **Purpose Code "J"** - Applies to the investigation of persons seeking employment with the Sheriff's Office, and or any employee seeking certification as an NCIC Certified Operator. No other uses exist for

this code. The Sheriff will empower employees on an individual basis to use purpose code “J”.

- 3) **Purpose Code “F”** – Used when the III transaction involves weapons-related background checks authorized by the state. All firearm-related checks must be made through the National Instant Criminal Background Check System.

3. The department is required to maintain a log of all CHRI inquiries. A CHRI log is placed beside the NCIC terminal in a three ring binder, and will remain beside the NCIC terminal at all times. The TAC is authorized to remove and replace pages in the log as per his/her assigned duties.
4. A Sheriff’s Office employee who initiates a CHRI inquiry on the NCIC keyboard is responsible to record this inquiry in the CHRI log. This log data must be entered at the time the inquiry is initiated. Failure to enter a CHRI request data in the log will be treated as a violation of Sheriff’s Office policy and procedures. Employees will make CHRI log entries with an ink pen. Pencils are not allowed for these entries. Entries must be printed in legible lettering.
5. Each column in the CHRI log sheet is titled to identify the correct data required for the column entry. Employees will make a single entry in each column as directed by the column title. An exception is created when more than one inquiry is initiated for the same person. Employees may enter all request types (QH, IQ, etc) they initiate on the same person on one line.
6. If a person being inquired upon is identified by more than one name (by example, a married name and a maiden name), employees will enter complete data on separate lines for the person named in the inquiry.
7. CHRI inquiries produce a printout of the results of the data search. Employees are authorized to remove these printouts from the NCIC terminal in order to further their duty functions and investigations, and may use CHRI printouts in any secure manner, preventing the release of information contained therein to persons who are not authorized by statute to receive CHRI data. Exception is allowed for court presentation and testimony of CHRI data where persons not cleared to receive this data may become secondary recipients. This must be noted on the NCIC log.
8. Employees will control CHRI printouts so as to prevent unauthorized persons from gaining access to the data they contain. This requirement demands control of both the information displayed on the printout and the actual document itself. These document control standards exist both for original printouts and photocopies.
9. Employees will dispose CHRI printouts they no longer need by delivering them to the Alternate TAC. As with data control, this standard exists both for original and photocopies of printouts.
10. Employees will not routinely transmit CHRI data by way of radio transmission, wireless telephone, or any other manner that may allow its unauthorized interception. However, this requirement may be waived when concerns for Deputy safety exceeds the need for the security.

6.05.06 Warrants

- A. Criminal warrants will be entered into the computer system and assigned a unique number, after which the following will take place:
 - 1. The original warrant will be placed in the warrants file located in the Adult Detention Center Records Office and Master Control that is open 24 hours a day, 7 days a week. If a warrant is on a person residing outside of Blount County, the following will be done:
 - a. If the warrant has any identifiers listed on it and an address is outside of Blount County, that information will be entered into NCIC, a copy with the assigned number will be given to a NCIC Clerk for entry in the NCIC, and a teletype sent to the county of residence of the person on the warrant. No certified copy needs to be sent once the information is entered into NCIC unless requested by a law enforcement agency.
 - b. If there are no identifiers listed and the warrant cannot be entered into NCIC, then a certified copy of the warrant will be obtained from the Court Clerk's Office and mailed to the county of residence and will be recalled by teletype when it has been served.
 - 2. If the person on a warrant resides out of state, the following will occur:
 - a. Have the District Attorney's Office authorize extradition.
 - b. Give the warrant to a NCIC Clerk for entry into the NCIC notifying the agency of residence that the person on the warrant has been entered into the NCIC.
 - 3. In the case of a recall of a warrant, the following will occur:
 - a. The warrant will be taken out of the computer system as an "R" and noted as a recall by the originating court.
 - b. The person named in the warrant immediately removed from NCIC, and a certified copy sent to another county followed by a Teletype indicating the recall.
- B. Warrants received from other jurisdictions will not be entered into NCIC, but will otherwise be processed the same as all other warrants.
- C. If there is any question regarding the information on a warrant, the Records Office will contact the issuing court for verification.

6.05.07 Criminal History Records and Records Checks

- A. When a person is booked into either the Adult or Juvenile Detention Center, they are issued a unique arrest number that will be the same regardless of the number of times they are arrested. A criminal history, or rap sheet, can then be generated using this unique arrest number. This system also allows for a digital photograph to be included.
- B. Records Clerks only will complete criminal history records checks, and a person requesting a check must have the following information:
 - 1. Full name of the person to be checked and at least 2 of the following.
 - 2. Date of birth.
 - 3. Social Security Number.
 - 4. Driver's License Number.
- C. Except for law enforcement agency requests, no records check will be done by name only, and no criminal history records check will be completed without a signed release from the person whose records are being checked. The exception will be a request from a law enforcement agency.
- D. Records Clerks with the proper login and passwords are the only persons permitted to access the data processing systems.

6.06 Property and Evidence Control

All evidence and property, either recovered or turned in, must be properly labeled, packaged, handled, recorded, stored, with strict accountability for all items held as property and/or evidence.

6.06.01 Acquired and In-Custody Property

- A. The Property and Evidence Custodian, or designee, is responsible for managing all property directed to his or her safekeeping under the direct supervision of the Deputy Chief of Investigations. An appointee from Criminal Investigations, usually a Crime Scene Investigator (CSI), and/or from Patrol, usually a Crime Scene Search Officer (CSSO), may serve as an assistant to the Property and Evidence Custodian when he or she is on vacation, sick, out of town, or as the result of other types of absences. Duties include responsibility for maintaining accurate records of property and evidence stored, released, and disposed of in accordance with policies and procedures set forth in this GO. The Property and Evidence Custodian will manage found, recovered, and evidentiary property.
- B. The Property and Evidence Custodian, or designee, will maintain documentation showing the location and disposition of property and evidence entrusted to his or her care. Whenever items of property and evidence are received, they are logged in by the assigned case number and are given an item number by the Property and

- Evidence Custodian, or designee, who will maintain the original property receipt related to the items, then entered into the property and evidence computer system by case number, item number, and the owner/victim/defendant name, the date received, and the name of the submitting Deputy or Investigator. The Property and Evidence Custodian will maintain a log for use when items are signed out to court or to a laboratory for testing, and will document the final disposition of the item on the original property receipt as well as the property and evidence computer.
- C. Whenever a Deputy takes charge of any item of property, whether found, recovered, or evidentiary, he or she will document the fact that the property was taken on an Incident Report, and a property receipt will be completed. The property will then be turned over to the Property and Evidence Custodian for entry into the Property and Evidence Storage Room before the end of a Deputy's or Investigator's tour of duty. If the incident occurs after regular duty hours, the property or evidence will be properly packaged and placed and secured in the property/evidence lockers located on the first floor of the Justice Center. Any property or evidence that is too large for the lockers will be stored in the bulk storage building located on Justice Center property. The Property and Evidence Custodian, or designee, will be contacted when entry is required.
 - D. Documentation of property and evidence will include a complete entry of a property or evidence item(s) on the Incident Report and Property Receipt. The Incident Report should detail the circumstances by which the property came into the possession of the Sheriff's Office, and describe each item in sufficient detail that it can be easily identified. A copy of the Property Receipt Form will be placed in a case file initiated on that particular case by the submitting Deputy, Investigator, or CSI.
 - E. Physical evidence collected by investigating Deputies will be submitted immediately. A Deputy, Investigator, or CSI will package and label evidence in accordance with established guidelines, ensuring that evidence is in a proper container, placing his or her mark on it and placing the date on the seal, and securely attaching a property tag to the container (or to the property or evidence if it cannot be packaged), and all requested information on the face of the property receipt will be completed.
 - F. Additional security measures and procedures are taken when money or items having a high monetary value (i.e., jewelry, dangerous drugs, money, or weapons) are to be stored in the Property/Evidence Room:
 - 1. **Money:**
 - a. All money submitted to the Property/Evidence Room will be sealed in a container, properly marked, with a separate Property Receipt. The Property Receipt must identify the amount of money and bear the

- signature of the submitting employee and their supervisor who has verified the count.
- b. Money not properly packaged with a Property Receipt will not be accepted into the custody of the Property/Evidence Room.
 - c. Money submitted into the Property/Evidence Room when the Property and Evidence Custodian is off duty will be placed into a property and evidence locker.
 - d. The Property and Evidence Custodian, or designee, will open the sealed package to verify the contents or amount.
 - e. Money submitted to the Property/Evidence Room, once logged in, will be stored inside a safe in the Property/Evidence Room, or deposited in an interest-free account in the County Trustee's Office.
2. **Precious Metals or Gems:** Precious metals or gems, once logged in, will be stored inside a safe in the Property/Evidence Room.
3. **Dangerous Drugs (including narcotics, hallucinogens, and narcotic implants):**
- a. Dangerous drugs submitted to the property room either as found, confiscated, or evidence will be double sealed, first in a plastic bag or container, then in a paper bag. Each bag will have a separate Property Receipt.
 - b. Dangerous drugs submitted to the Property/Evidence Room during hours when the Property and Evidence Custodian is not on duty will be placed in a property locker.
 - c. Once properly logged into the Property/Evidence Room, dangerous drugs will be stored inside a safe.
4. **Confiscated Weapons:**
- a. Confiscated weapons will be cleared prior to being processed for the Property/Evidence Room, and will have a properly completed Property Receipt.
 - b. Weapons submitted to the Property/Evidence Room when the Property and Evidence Custodian is off duty will be placed in a property locker after being cleared and have a properly completed Property Receipt attached.
 - c. Once logged into the Property/Evidence Room, confiscated weapons are stored on a gun rack in the Property/Evidence Room.
 - d. Confiscated weapons will not be released to an owner until the seizing Deputy or Investigator provides proof to the Property and Evidence Custodian, or designee, that there are no previous domestic violence conviction(s), felony conviction(s), or that the person is presently not on probation or parole. When the Property and Evidence Custodian, or designee, releases the weapon, the seizing Deputy or Investigator will

carry the released weapon out of the Justice Center for release to the owner.

- G. Property may be released to the rightful owner once all Sheriff's Office use of the property is satisfied, and the Deputy who submitted the property has approved its release.
- H. Weapons taken as evidence, found, or kept for safekeeping, will be released and disposed of according to the provisions of this GO.
- I. Once a Deputy has cleared an item for release, he or she will make every reasonable effort to contact the owner and inform him or her when and where the property may be claimed. These efforts will include, but not be limited to:
 - 1. The releasing Deputy or Investigator will attempt to contact the owner in any way possible.
 - 2. If unable to contact, the releasing Deputy or Investigator will send a letter, return receipt requested, to the last known address of the owner, informing the owner when and where the property may be claimed.
 - 3. If the owner cannot be located or fails to claim the property after a period of 60 days, the property will be considered unclaimed.
 - 4. The disposition of property will be documented on the original Property Receipt and put in the property and evidence computer system.
- J. Every 6 months, the Property and Evidence Custodian should review with each Deputy or Investigator who has submitted property to determine the status of those items. The following procedures should be used for the temporary and final release of property and evidence:

1. Identity:

- a. In every case, the assigned Deputy or Investigator will make every reasonable effort to verify rightful ownership to property and evidence, and the identity of the person to whom the property is being released.
- b. In every case, the person to whom the property is released will sign a Property Release Form indicating he or she has received this property from the Sheriff's Office.

2. Release To Finder:

- a. Property, except weapons or contraband, may be released to the finder of an item if the rightful owner is unknown or cannot be located.
- b. If an owner is unknown, property may be released to the finder after a period of 60 days.
- c. If an owner is known, the Property and Evidence Custodian, or designee, will telephone the owner. If unable to make phone contact, a letter will be

sent, return receipt requested, to the last known address of the owner, informing him or her when and where the property may be claimed. After 60 days, such unclaimed property can then be released to a finder.

- d. Due to potential conflict of interest, or perceptions of conflict of interest, employees of the Sheriff's Office may not claim property found by them and submitted to the Property/Evidence Room, regardless of whether the property was found on or off duty.
- e. The disposition of the property is to be entered on the original Property Receipt and into the computer system.

3. Contraband/Forfeited Property:

- a. Property that is forfeited to the Sheriff's Office will not be released to an owner or finder.
- b. Contraband will be handled in the same manner as forfeited property, and will be disposed of after it is no longer needed as evidence.

4. Evidence:

- a. Evidence will not be released until cleared for release by a Deputy, Investigator, or the prosecutor.
- b. When a Deputy or Investigator determines that certain items of evidence can be released to a complainant and/or suspect from a container that also contains evidence to be retained, that Deputy or Investigator will go to the Property/Evidence Room, and in the presence of the Property and Evidence Custodian, or designee, open the container, take whatever property is needed, and then reseal it, and property records will be so noted. This procedure maintains the proper chain of evidence.

5. Weapons and Firearms:

- a. Weapons held as evidence may only be released after a court case has been decided or dropped, and with the permission of an investigating Deputy, Investigator, or prosecutor.
- b. Firearms must be checked through the NCIC to determine whether it has been stolen prior to its release and an ATF check will be performed prior to final disposition.
- c. If the weapon is a firearm, the owner must be checked through the FBI and NCIC for a felony record. If the owner has a criminal offense record, or is parole or probation, that by law prohibits him or her from possessing a firearm, the firearm cannot be released to him or her.

- d. In every case, an investigating Deputy or Investigator will make every effort to verify proper ownership of a weapon and the identity of the person to whom the weapon is being released.
- e. In every case, the person receiving a weapon will sign a Property Release Form indicating it was released to that person.
- f. If the owner is not known, the weapon will be declared unclaimed after a period of 60 days and disposed of according to state law.
- g. Weapons held for safekeeping will be retained for a period up to 60 days. At the conclusion of that time, the Property and Evidence Custodian, or designee, will notify the rightful owner by phone or letter at the last known address, that the weapon may be claimed. Notation of the phone call or date a letter is sent will be made on the Property Receipt. If after a total of 60 days the owner has not claimed the weapon, it will be declared unclaimed property and disposed of according to state law.

6. Disposition of Unclaimed Property or Evidence:

- a. Unclaimed or forfeited property may only be disposed of in accordance with TCA guidelines:
 - 1) The Property and Evidence Custodian will determine what items are unclaimed and provide the Deputy Chief of Investigations, or designee, with a list of items to be disposed of.
 - 2) Items may be disposed of in one of the following ways:
 - a) Destroyed
 - b) Converted to Sheriff's Office use
 - c) Auctioned

7. Property to be Destroyed:

a. Dangerous drugs

- 1) The Property and Evidence Custodian will notify the Criminal Investigations Supervisor or Patrol Captain of drugs to be disposed of.
- 2) The Property and Evidence Custodian will inventory drugs ordered for destruction.
- 3) A request will be made for a court order.
- 4) The Property and Evidence Custodian and a Deputy will take drugs to an incinerator and personally destroy them pursuant to the court order.
- 5) The Property and Evidence Custodian will complete a return on the court order and send a report to the Deputy Chief of Investigations, or designee.

b. Firearms

- 1) The Property and Evidence Custodian will notify the Deputy Chief of Investigations, or designee, of weapons to be destroyed.
- 2) The Property and Evidence Custodian will inventory weapons.
- 3) Weapons suitable for law enforcement use will be turned over to the Sheriff's Office.
- 4) Weapons will be checked for stolen through the NCIC.
- 5) A request for a court order will be made.
- 6) The Property and Evidence Custodian and a Deputy will personally destroy the weapons pursuant to court order.
- 7) The Property and Evidence Custodian will complete the return on the court order and send a report to the Deputy Chief of Investigations, or designee.

c. Obscene Material:

- 1) A request will be made for a court order.
- 2) The Property and Evidence Custodian and a Deputy will take the material to an incinerator and personally destroy it pursuant to the court order.
- 3) The Property and Evidence Custodian will complete the return on the court order and send a report to the Deputy Chief of Investigations, or designee.

d. Beer/Alcoholic Beverages:

- 1) A request will be made for a court order.
- 2) The Property and Evidence Custodian and a witness will destroy the beverages pursuant to the court order.
- 3) The Property and Evidence Custodian will complete a return on the court order and send a report to the Deputy Chief of Investigations, or designee.

e. Miscellaneous Property of No Value:

- 1) The Property and Evidence Custodian may dispose of miscellaneous found property, or property held for evidence but no longer needed that is of little or no monetary value. This would include DUI kits, small parts of cars, paint chips, ball bats, clubs, etc.
- 2) The Property and Evidence Custodian will make a report to the Deputy Chief of Investigations, or designee, for all property destroyed, noting the final disposition on the original Property Receipt and in the computer system.

8. Property Provided for County Use:

- a. Any property provided for county use will require a court order.

- b. The Property and Evidence Custodian will prepare a list to obtain a court order.
 - c. The Property and Evidence Custodian will evaluate the condition of photographic or audio-visual items.
 - d. The Property and Evidence Custodian will complete a return on the court order and send a report to the Deputy Chief of Investigations, or designee, detailing the items and to whom they were given.
- 9. Auction:** All items disposed of or sold at auction in any form will be done in accordance with *TCA 18-1-206*, which addresses disposal of property.
- 10. Final Disposition:** In every case when property is disposed of, the final disposition will be noted on the original property receipt and on the property and evidence computer system.
- 11. Major Case Disposition:** Every 6 months, the Property and Evidence Custodian will contact the Criminal Investigations Supervisor and the Patrol Captain to discuss major cases to determine what disposition can be made with the evidence or property.

6.06.02 Evidence Security

Evidence stored will be in designated secure areas, and its security will be guided by the following rules:

- A. Only the Property and Evidence Custodian, those designated as assistants to the Property and Evidence Custodian, and the Chief Deputy will have keys to property/evidence rooms and other secure areas where property and evidence may be stored.
- B. Only the Property and Evidence Custodian, those designated as assistants to the Property and Evidence Custodian, and the Chief Deputy will have keys to locked cabinets within property/evidence rooms and other secure areas.
- C. Only the Property and Evidence Custodian and the Chief Deputy will have access to the combinations of safes located in the property/evidence rooms and other secure areas where property and evidence are stored.
- D. Property/evidence room doors will be kept closed and locked any time the Property and Evidence Custodian, or designee, is not physically in a property/evidence room or secure area.
- E. Locked cabinets and safes in property/evidence rooms and secure areas will only be unlocked or open when the Property and Evidence Custodian, or designee, is actually placing items in or taking items out of them.

- F. A locked refrigerator is available for the temporary storage of perishable items of evidence, such as blood samples or other items that must be held until they can either be sent to a lab or returned to the owner. The Property and Evidence Custodian, or designee, will have access to this refrigerator that will be kept at a constant temperature of between 30 to 38 degrees.

6.06.03 Evidence Storage After Business Hours

At times when the Property/Evidence Room is closed, Deputies bringing in found, recovered, or evidentiary property will observe the following:

A. Property – Miscellaneous

1. Submitting personnel must complete a Property Receipt on items being submitted to the Property/Evidence Room.
2. The Property Receipt must be properly filled out and clearly marked as evidence, found, safekeeping, or destroy.
3. Submitted property will be located in the evidence lockers located in the Justice Center.
4. Weapons, narcotics/dangerous drugs, money, or items of very high value will be locked in an evidence locker.
5. No explosives, dangerous chemicals, unknown biological specimens, nuclear material, or other dangerous material or property are to be accepted into an evidence holding area. The appropriate agency will be contacted for proper disposal of such items.

B. Evidence - Miscellaneous

1. Evidence to be submitted to a Property/Evidence Room must be accompanied by a Property Receipt. If evidence does not have a Property Receipt, a Shift Supervisor and/or Criminal Investigations Supervisor will be notified and arrangements made to have the Property Receipt properly completed.
2. It is the responsibility of a submitting Deputy to properly package, or photograph evidence submitted to the Property/Evidence Room.
3. Evidence should be placed inside an evidence locker. If in need of refrigeration, the Property and Evidence Custodian, or designee, will be notified to proceed to the Property/Evidence Room and assume custody of the evidence.
4. The Property and Evidence Custodian, or designee, will accept all property and evidence with a properly completed Property Receipt, and will place it into a Property/Evidence Room.
5. Each business day, the Property and Evidence Custodian, or designee, will take property from evidence lockers and place it in the Property/Evidence Room.

6. The doors to property and evidence holding areas will be kept locked and alarmed, and will be accessible only to authorized Sheriff's Office personnel in the course of their assigned duties.
- C. No explosive, dangerous volatile chemical, or nuclear material will be submitted to the Property/Evidence Room. A supervisor or investigating Deputy will contact the appropriate specialized agency for the proper handling and disposition of any such material recovered at a scene. All such items should be photographed at a scene prior to its being moved or removed. Excess volatile fluids will be disposed of in accordance with EPA procedures for hazardous waste materials.

6.06.04 Authorized Personnel Admitted to Property/Evidence Rooms

Only the Property and Evidence Custodian, those designated as assistants to the Property and Evidence Custodian, and the Chief Deputy may actually enter Property/Evidence Rooms. Authorized persons who have keys or codes to enter Property/Evidence Rooms are:

- A. Property and Evidence Custodian.
- B. An appointee(s) from Criminal Investigations and/or Patrol who may serve as an assistant to the Property and Evidence Custodian when he or she is on vacation, sick, out of town, or as the result of other types of absences.
- C. When the need arises that other personnel should have to enter Property/Evidence Rooms, such as for auditing or inspections, the Property and Evidence Custodian, or designee, will always be present.

6.06.05 Evidence Management Records

- A. The Property and Evidence Custodian maintains a records system that reflects the following:
 1. Location of the property or evidence stored in a property/evidence room.
 2. Date and time when property or evidence was received or released.
 3. Character, type, and amount of property or evidence on hand.
 4. Chain of custody of the property or evidence through its final disposition.
 5. Dates and results of all inspections and inventories of property or evidence and audits of records.
 6. Found, recovered, and evidentiary property submitted to the Property/Evidence Room logged into the computer system.
 7. The computer system will contain the following information on each item logged in:
 - a. Date property was logged in.
 - b. Date property was submitted.

- c. Property Receipt number.
- d. Submitting Deputy or Investigator.
- e. Location within the Property/Evidence Room where that property is stored, or within another secure site.
- f. Description of property.
- g. Indication as to whether the property is found, is evidence, is to be held for safekeeping, or is to be destroyed.

B. Property Receipt Forms

1. A Property Receipt is used as an individual record of each item of property (or set of items) submitted to the Property/Evidence Room. All items or packages of items submitted to the Property/Evidence Room will have a Property Receipt attached.
2. The maximum quantity of separate items submitted on one Property Receipt is 5. If the items are identical in nature, more than 5 may be listed on one Property Receipt.
3. Property Receipts contain the following information:
 - a. Date and time property is submitted.
 - b. Location property was recovered.
 - c. Owner/complainant/finder/suspect' s name.
 - d. Reason for recovery (evidence, found, safekeeping, or property to be destroyed).
 - e. Description of property.
 - f. Recovering Deputy.
 - g. Serve as a property release form.
4. The original of the completed Property Receipts is kept in a file maintained by the Property and Evidence Custodian. The yellow copy of the Property Receipt is given to the owner, and the pink copy is given to the Deputy or Investigator, and/or placed in a case file.

C. Sign Out Log

1. A Sign Out Log is used whenever an item of property is temporarily removed from the Property/Evidence Room.
2. The Sign Out Log contains the following information:
 - a. Date and time property is removed.
 - b. Person removing property.
 - c. Reason for removal.
 - d. Date and time property is returned to the Property/Evidence Room.
 - e. Name of person returning property.
 - f. Name of person receiving the property in the Property/Evidence Room.

D. Property Not Submitted to a Property/Evidence Room

1. Property that is taken into custody by a Deputy or Investigator and immediately released to the owner will be listed on a Property Receipt Form and signed by the person receiving the property.
2. A Property Receipt Form will be filed with an Incident Report.

E. Lost or Stolen Property

1. In the event that any Property or Evidence that is under the control of the Sheriff's Office is discovered to be damaged, stolen or lost, an Incident Report will be completed immediately and forwarded to the Chief Deputy. The Chief Deputy may then request that an Internal Affairs Investigation be conducted. All findings of the investigation will be forwarded to the Sheriff and Chief Deputy.

6.06.06 Audits

- A. No form is used for audits of property. Papers pertaining to audits are put in a folder, labeled, and kept in a file cabinet in the Property/Evidence Room.
- B. When money, drugs, and weapons are audited, a notation will be made on the back of the Property Receipts.

6.06.07 Inspections

- A. Quarterly, the Deputy Chief of Investigations, or designee, will make a routine inspection of Property/Evidence Rooms to ensure proper record keeping, accountability of evidence, proper storage and cleanliness, and proper disposal methods are followed. Any problems found during these inspections will be documented and corrected as appropriate. A report of this inspection will be forwarded through the chain of command to the Chief Deputy.
- B. Whenever a new Property and Evidence Custodian is appointed, an audit of property will be conducted. This audit will be performed jointly by newly appointed and outgoing personnel. All weapons, monies, and narcotics will be accounted for on an individual basis. All other evidence and records may be spot checked for accountability.
- C. A newly appointed Property and Evidence Custodian will be given the training required to learn the position prior to the inventory of evidence to ensure an orderly changeover and to maintain the integrity of the system.
- D. There will be an annual audit of property held by the Sheriff's Office. This audit will be conducted by a supervisor not routinely or directly connected with control of property. A report of the audit will be forwarded to the Chief Deputy.

- E. At the direction of the Chief Deputy, a person not routinely or directly connected with control of property or evidence will conduct an unannounced inspection of Property/Evidence Rooms and Property/Evidence storage areas. This inspection will include a random comparison of records with physical property to ensure the accuracy of records. When completed, a report will be forwarded to the Chief Deputy.

6.06.08 Final Disposition

- A. Final disposition of found, recovered, or evidentiary property will be accomplished within 6 months after legal requirements have been satisfied.
- B. In accordance with *TCA 40-17-118*, personal property confiscated as stolen by Deputies to be held as evidence of a crime will be promptly appraised, catalogued, and photographed. In order to detain the property from the lawful owner, for whatever reason, for more than 30 days, a show cause will be filed in the court having jurisdiction over the property by petition filed by the District Attorney General upon 5 days notice to the property owner why the property should be further detained.
- C. Evidence involving murder cases, or cases in which appeals are likely to occur, will be retained as evidence indefinitely.

6.07 Reserve Deputy Program (Revised 01/31/07, 12/14/2010)

The Blount County Sheriff's Office has a Reserve Deputy Program to supplement the authorized numbers of full-time sworn Deputies in providing day-to-day law enforcement services, assistance with special events, and for emergencies.

6.07.01 Program

- A. The Reserve Deputy Program is administered by the Reserve Coordinator, who is appointed by the Sheriff and advises the Deputy Chief of Patrol and Public Safety on the administration of the program.
- B. An individual in the classification of Reserve Deputy is a sworn law enforcement officer who may perform the same duties as full time deputies commensurate to the training they have received. All laws, resolutions, general orders, rules, policies, and procedures (including bond and liability protection) are applicable to a full time sworn Deputy are applicable to a Reserve Deputy.
- C. A Reserve Deputy's duties may include, but are not limited to, crime scene security, directed patrols, service of process, court officer, surveillance, transport of prisoners, community relations, special events, crowd control, and investigations. A Reserve Deputy will work under the direction of the appropriate

full-time supervisor or the full-time deputy to whom assigned.

- D. The goal of the Reserve Deputy Program is to provide additional trained, uniformed personnel employing law enforcement powers to further the efforts of the Blount County Sheriff's Office. Additional responsibilities are as follows:
1. Reserve Deputies will work a minimum of 16 hours per month (192 hours per year). Failure to meet this obligation for one calendar year is considered an abandonment of the position. The Deputy Chief of Patrol and Public Safety or designee may issue a letter of termination from the program.
 2. Advise the appropriate supervisor when a situation dictates absence from a scheduled tour of duty.
 3. Maintain the uniform and all issued equipment as required by agency policies and procedures.
 4. Perform all duties in such a manner as to enhance the Sheriff's Office image in the community.
 5. Follow court attendance procedures as necessary.
 6. Follow appearance procedures in accordance with personnel policies and adhere to good grooming habits.
- E. Supervisors must ensure that personnel under their command are aware of the benefits of the Reserve Deputy Program, and provide for:
1. Adequate supervision to facilitate evaluation.
 2. Disciplinary action when necessary.
 3. Issuance of appropriate Sheriff's Office publications.
 4. Completion of monthly work commitments.
 5. Return of issued equipment to the Equipment Custodian upon separation. It will be the responsibility of the Reserve Coordinator to ensure the return of issued equipment.

6.07.02 Selection Criteria

- A. All candidates will comply with eligibility requirements for sworn law enforcement personnel in accordance with Sheriff's Office General Orders and *TCA 38-8-106*.
- B. **Ineligibility** - The following is a list of individuals who will be ineligible to participate in the Reserve Deputy Program:
1. **Sheriff's Office employees:** According to Fair Labor Standards Act regulations, certain full time or part time paid employees of the Sheriff's Office are not eligible to participate. Paid employees are not allowed to participate in volunteer programs in which they may perform duties commensurate to their paid duties. An example would be sworn deputies or corrections officers volunteering their time off-duty as Reserve Deputy. Civilian clerical staff would be able to participate in the Reserve Deputy Program because their jobs are not equivalent to performing law enforcement activities.

2. **To preclude a conflict of interest, individuals within the following categories are ineligible to participate:**
 - a. Members of other law enforcement agencies.
 - b. Members of the criminal justice system (e.g., correctional personnel, prosecutors, public defenders, and bondsmen).
 - c. Judges, clerks, attorneys in private practice, persons prohibited by law from being deputies, and other persons who, at the discretion of the Sheriff, would face an immediate or potential conflict of interest due to the nature of the person's full time employment.
3. **Separating Law Enforcement Officers** - Individuals who are law enforcement officers pursuant to *TCA 38-8-106* and who are separating under favorable conditions, may concurrently apply for appointment in the Program upon separation, provided that eligibility requirements are met.

6.07.03 Termination from the Program

- A. Terminations are final upon approval of the Sheriff, and will not be subject to appeal. The process of termination will be as follows:
 1. The Reserve Deputy Coordinator will initiate a report detailing the specific circumstances regarding the alleged violation with which the Reserve Deputy has been charged. The report will also recommend disciplinary action to be taken.
 2. The Deputy Chief of Patrol and Public Safety or designee will prepare and issue a letter of termination and instructions for the return of county-owned equipment and property.
 3. The Reserve Coordinator will be responsible for the return of all county-owned equipment and property.
- B. **Resignations** -- The Reserve Deputy Coordinator will prepare a memorandum, attaching the notification of resignation. The memorandum will be forwarded to the Sheriff through the proper chain of command. The Reserve Deputy Coordinator will ensure all county-owned property and equipment is returned.
- C. A Reserve Deputy's personnel file will remain on file in the office of the Deputy Chief of Administration for a period of 1 year upon completion of a participant's voluntary or involuntary separation.
- D. Participants in the program are subject to dismissal for infractions of state law and Sheriff's Office policies and procedures.
- E. **Lateral Entry** -- The Sheriff's Office does not offer lateral transfer of Reserve Deputy Program participants into full-time positions. Participants may apply for full-time positions, but they are subject to the same hiring procedures as all other applicants. Participation in this program does not guarantee the participant a full-time position and should not be construed as such.

6.07.04 Reserve Deputy Training (Revised 12/18/02)

- A. Reserve deputies will meet state minimum standards of the basic recruit curriculum in order to operate in the same capacity as a full-time sworn deputy.

- B. The basic recruit curriculum will at a minimum meet the standard of Chapter 1110-08-03 of the Rules of the Tennessee Peace Officer Standards and Training Commission.
- C. Upon completion of the reserve academy a Reserve Deputy is required to work a minimum of 16 hours per month and these hours will count towards their 300 field training hours. Failure to complete the FTO portion of their training within a two year time frame may result in dismissal from the program. The Reserve Deputy will adhere to the same standards as a full time, salaried Deputy with the Sheriff's Office.
- D. Reserve Deputies will attend any and all scheduled training. If circumstances arise for which a reserve deputy must be absent from training, the Reserve Coordinator, the Reserve Advisor or designee will be notified prior to the start of class. The individual who misses the designated training event will provide the Reserve Coordinator. The Reserve Advisor or designee with the circumstances as to why the training was missed.
- E. Instructional hours missed may be made up at a later date when approved by the Reserve Program Coordinator.
- F. All Reserve Deputy training will be documented and remain on file with the Reserve Deputy Coordinator.

6.07.05 Reserve Deputy Equipment

- A. The Reserve Deputy uniform will be identical to a full time Deputy's uniform, and will be worn only when functioning in an official capacity for the Sheriff's Office. No part of the uniform will be worn without the full uniform.
- B. Selected equipment will be provided to reserve deputies by the Sheriff's Office, but the Reserve Deputy may be required to supply equipment that is not provided. All equipment, whether supplied or not, must be maintained in accordance with policies and procedures.
- C. All equipment provided by the Sheriff's Office must be returned when leaving the Reserve Program or at the request of the Reserves Coordinator or the Patrol Captain.

6.07.06 Firearms for Reserve Deputies

Reserve Deputies must supply their own handgun that meets the basic requirements as established in GO 1.06, *Weapons*, and must meet required training and testing in use of force (GO 1.05) and TCA 39-6-1702. Duty ammunition will be supplied by the Sheriff's Office.

6.07.07 Reserve Deputy In-service Training

- A. Monthly in-service training is developed and implemented relative to the

candidate's assignment. Reserve Deputies must attend a POST approved 40-hour in-service annually. Sheriff's Office personnel will provide this training. Failure to obtain 40 hours of POST approved in-service will result in the Reserve Deputy being suspended from participating in any area of the Reserve program except for training classes until the 40 hours in-service has been completed. Failure to obtain 40 hours of POST approved in-service training for two consecutive calendar years will result in dismissal from the Reserve Deputy program.

- B. **Required Attendance:** Reserve Deputies will attend all mandatory in-service training as required by the Sheriff or Reserve Coordinator as part of scheduled duty. In the event a Reserve Deputy misses scheduled training due to an excused absence, training assistance may be obtained from the Reserve Coordinator.
- C. **Un-excused Absences:** The Reserve Coordinator will obtain attendance reports and render appropriate counseling or disciplinary action in accordance with General Orders, to any Reserve Deputy with an un-excused absence. Un-excused absences will be reported through the chain of command to the Sheriff.
- D. **State Supplement:** Reserve Deputies are not eligible to receive the annual state in-service training supplement pay.

6.07.08 Use of Force/Firearms

Reserve Deputies will be trained in Sheriff's Office policies and procedures concerning the use of force, and will be required to be tested with the same frequency, and meet the same proficiency firearms scores, as required of full time Deputies.

6.07.09 Reserve Deputy Liability Protection

Reserve Deputies are authorized to function as full-time sworn Deputies during specific tours of duty. When acting in a law enforcement capacity, Reserve Deputies are covered by the Sheriff's Office bond and liability protection as applicable to full-time sworn deputies. All laws, resolutions, general orders, rules, policies, and procedures are applicable to Reserve Deputies in the performance of their duties.

6.07.10 Job Restrictions

- A. At the completion of the field training program, a Reserve Deputy may be used as a primary beat or zone deputy. This is at the discretion of the Reserve Coordinator and shift Supervisor.
- B. Reserve Deputies will not operate a law enforcement vehicle until they have completed a POST certified driving course, unless vehicle operation is under supervision as part of a training course.
- C. Reserve Deputies will employ the same powers of arrest as full time Deputies while on duty. When off duty, Reserve Deputies confronted with situations requiring law enforcement action will immediately contact the Blount County Emergency Communication Center or other emergency number if outside the county, and refer all enforcement activities to on duty law enforcement personnel.

6.07.11 Reserve Unit Uniforms, Insignia, Patches, and Badges

- A. Reserve Deputies will wear the same uniform as full time Deputies and conform to general orders relating to the proper wearing of the uniform, and standards of personal appearance.
- B. Patches, badges, and insignia worn by reserve Deputies will designate them as reserves and will conform to standards set forth in Sheriff's Office general orders.

6.07.12 Reserves Rank Structure, Duties, and Responsibilities

- A. **Reserve Coordinator:** A Sheriff's Office employee appointed by the Sheriff, upon the recommendation of the Patrol Captain and Deputy Chief of Patrol and Public Safety, who is responsible for the coordination and direction of the Reserve Deputy program or individual Reserve Deputy activities.
- B. **Reserve Advisers:** Deputies appointed by the Deputy Chief of Patrol and Public Safety to exercise direct supervision over the Reserve Deputy program or an individual Reserve Deputy.
- C. **Reserve Team Leader:** A Reserve Deputy who is given the responsibility of seeing that a small group of assigned Reserve Deputies meet training requirements, are evaluated under guidelines set by the Patrol Captain, and maintain proper discipline. Requirements of a Reserve Team Leader are:
 1. Reserve Deputy.
 2. Current firearms qualification.
 3. Have received no disciplinary action in the last 18 months.
 4. Pass an oral review board.
 5. Have met training and volunteer service time requirements over the past year.
 6. Bi-annual evaluation conducted by the Reserve Coordinator.
 7. Yearly evaluation conducted by Reserve Coordinator.
- D. **Reserve Deputy:** Assists in the delivery of law enforcement services for the Sheriff's Office. Minimum requirements are:
 1. Complete Field Training Program.
 2. Qualified in firearms and in-service training over the past year.
 3. Not have received any disciplinary action over the past 12 months.
 4. Have met volunteer time requirements for the previous year.
 5. The Sheriff or Chief Deputy may waive any of these requirements.
- E. **Reserve Deputy Candidate:** Assists in the delivery of law enforcement services for the Sheriff's Office. Minimum requirements are:
 1. Completion of reserve deputy initial training program.
 2. Qualified in firearms and in-service training over the past year.
 3. Have met volunteer time requirements for the previous year.
 4. The Sheriff or Chief Deputy may waive any of these requirements.

6.07.13 Reserve Deputy Performance Evaluation

Performance Evaluations will be conducted on each Reserve Deputy who is an active member of the Reserve Deputy Program. The same Standardized Evaluation Guidelines that are used for a Patrol Deputy will be used when conducting evaluations for a Reserve Deputy. Performance Evaluations will be done semi-annually on all Reserve Deputies with at least one year of service in the BCSO Reserve Deputy Program. Those with less than one year of experience will have Performance Evaluations done quarterly. Performance Evaluations will be conducted by the Reserve Deputy Program Coordinator or a designee appointed by the Deputy Chief of Patrol and Public Safety.

6.08 Blount County Senior Outreach (BCSO) Program

The Blount County Seniors' Outreach (BCSO) Program is a cooperative effort between volunteers concerned about the welfare and well being of elderly and disabled citizens and the Blount County Sheriff's Office. The Sheriff's Office and volunteers will work together to improve the quality of life of these individuals.

BCSO's purpose is to reduce the fear of crime among the elderly and disabled citizens in the county. This program will provide, but not necessarily be limited to, services in the following areas:

- Crime Prevention Information
- Vacation Property Checks
- Victim/Witness Outreach
- Welfare Checks
- Referral to Needed Resources
- Home Security Surveys
- Public Relations

6.08.01 Membership in BCSO

The following criteria must be met in order to become a *BCSO* volunteer. Applicants must:

- A. Be at least 21 years of age.
- B. Successfully complete the application process that consists of a background check, criminal history check, and a driver's license check.
- C. Successfully complete *BCSO* training.
- D. Be willing to commit a minimum of 16 hours per month and be willing to remain in the program for a period of 1 year.

6.08.02 Application Procedures

- A. An applicant will complete the following forms and return them to the *BCSO* Coordinator:
 - 1. Completed *BCSO* Volunteer Application Form.
 - 2. Photocopy of current valid Tennessee Driver's License.
 - 3. Proof of Insurance (automobile insurance certificate).

- B. A background investigation consisting of the following will be completed on each applicant:
 - 1. Driver's history.
 - 2. NCIC criminal history & local records check.
 - 3. Personal reference check.

- C. The *BCSO* Coordinator will conduct a personal interview with each applicant, and will make a recommendation to the Chief Deputy concerning the applicant. The Chief Deputy will then make recommendations to the Sheriff concerning acceptance of applicants.

- D. Upon acceptance, an applicant will be required to attend 40 hours of program orientation and training relating to the *BCSO* Program and the policies and procedures of the Sheriff's Office. Upon completion of the orientation and training, applicants will be issued a *BCSO* badge and identification card, and will be provided the approved uniform.

6.08.03 Organization Structure

A. *BCSO* Coordinator

This position is responsible for the administration of the program's organization and operation including, but not limited to, the following:

- 1. Recruitment of *BCSO* volunteers and service recipients.
- 2. Promotion of *BCSO* through the media and community contacts.
- 3. Assistance in any budget issues including recommendations for expenditures.
- 4. Interview and recommend applicants for consideration.
- 5. Schedule training.
- 6. Maintain training records.
- 7. Maintain records of program accomplishments.
- 8. Conduct evaluation of volunteers.
- 9. Supervise upkeep of program equipment.
- 10. Conduct vehicle inspections on assigned vehicles.
- 11. Maintain inventory of assigned equipment.
- 12. Conduct analysis of program effectiveness, recommending changes as needed.

13. Supervise *BCSO* volunteers.
14. Schedule work assignments.
15. Contact referral agencies to address recipient needs.
16. Keep Patrol Supervisors advised of general activities of volunteers on duty.
17. The *BCSO* Coordinator reports directly to the Chief Deputy.

B. *BCSO* Volunteer

The *BCSO* Volunteer will work in a cooperative effort with the Sheriff's Office to improve the quality of life for the elderly and disabled residents by providing the following services:

1. Home security surveys.
2. Crime prevention information.
3. Vacation property checks.
4. Victim/Witness outreach.
5. Welfare checks.
6. Referral to needed resources.
7. Assist with volunteer and recipient recruitment.
8. Relay pertinent information concerning emergencies, crimes in progress, etc. to the Blount County Communications Center.
9. In addition, the *BCSO* Volunteer will keep the *BCSO* Coordinator advised of recipient welfare and needs, with special attention to situations that may endanger the health, safety, and/or welfare of an individual.

6.08.04 Rules and Regulations

Listed below are the rules and regulations that should be followed by *BCSO* Volunteers, who should understand that rules and regulations should be followed while on duty. They should also contact the program coordinator immediately if there are any circumstances that arise that are not clearly addressed, or where further explanation is required.

ANY VIOLATION OF THE RULES AND REGULATIONS LISTED IN THIS SECTION MAY BE CAUSE FOR DISMISSAL FROM THE PROGRAM.

A. Assigned Duty

1. Volunteers must successfully complete a 40-hour training program that addresses each of the duties and responsibilities listed in 6.08.03, B.
2. Volunteers will work a minimum of 16 hours per month. Leaves of absence of up to 6 months may be granted by the Program Coordinator, and scheduled when necessitated by prolonged illness or other exceptional circumstances. Once accepted into the program, volunteers are expected to commit for 1 year of service.

3. If a volunteer is unable to report at the assigned duty time, they will contact the Program Coordinator not later than 24 hours prior to their scheduled report time. Exceptions are for sudden illnesses, medications, or other emergency situations. When these occur, the Program Coordinator should be contacted as soon as possible. Continued failure to appear for assigned duty will be cause for review of membership and possible dismissal from the program.
4. Volunteers will be required to attend periodic organizational meetings and training sessions.
5. Two uniformed *BCSO* Volunteers will always be required for visitation details.
6. While on duty, *BCSO* Volunteers will have in their possession their issued badge and identification card.

B. Personal Conduct

BCSO Volunteers must realize the importance of their position as well as the effect their actions may have on the Sheriff's Office. *BCSO* Volunteers, whether on or off duty, will be governed by the ordinary and reasonable rules of good conduct and behavior, and will not commit any negligent, malicious, or criminal act which might bring reproach or discredit upon themselves or the Sheriff's Office.

C. Conduct Toward the Public

BCSO Volunteers should be courteous in their dealings with the public, and will perform their duties quietly, remaining calm regardless of provocation to do otherwise. They will be attentive to, and take suitable action on, reports and complaints by a private person, except when circumstances make it necessary for them to report the matter, or refer the complaint to, a certified law enforcement officer or another agency. *BCSO* Volunteers will fulfill proper requests for information or assistance, or they will aid the person in otherwise obtaining requested information or assistance.

D. Personal Safety

Guidelines cannot be established to fit all situations, therefore *BCSO* Volunteers are required to use sound judgment at all times. Listed below are basic operating procedures designed to provide guidance. Some of these are safety measures while others are service guidelines.

1. *BCSO* Volunteers are ***not law enforcement officers and have no police powers or authority***, and they are not to state, imply, or infer that they are law enforcement officers. They are ***never*** to take any enforcement action, regardless of the circumstances, and are to call for a certified law enforcement officer to handle any incident.
2. ***Do not*** enter an open residence during a vacation property check. Ask for assistance from a certified Deputy.

3. *Never* enter a hazardous situation. Call for a Deputy and back away from the scene.
4. Remain vigilant of your surroundings.
5. Note any safety concerns regarding recipient residences, and always double check the address on the front of the service recipient's file folder.
6. *BCSO* Volunteers will refrain from engaging in idle conversation concerning any obscene or objectionable subjects, avoiding public discussions on racial, political, or other controversial subjects while on duty.

E. Use of *BCSO* Vehicles

BCSO Volunteers must remember that the most prominent function of the *BCSO* Program will be that during those periods when a marked *BCSO* vehicle is in operation, it is open to public scrutiny. They must realize that their actions are representative of the Sheriff's Office. The following rules will be followed when operating *BCSO* vehicles:

1. Vehicles will be locked at all times when left unattended.
2. Do not leave the vehicle's engine running when unattended.
3. Volunteers shall not use a *BCSO* vehicle for any purpose other than those directly related to the *BCSO* program.
4. Volunteers must have a valid Tennessee Driver's License in their possession at all times while operating a *BCSO* vehicle.
5. No unauthorized person will be allowed to operate a *BCSO* vehicle at any time.
6. Any traffic accident involving a *BCSO* vehicle will be immediately reported to the Sheriff's Office, and a patrol supervisor will respond.
7. Volunteers are responsible for ensuring that their assigned vehicle is clean and refueled at the end of each shift.
8. Volunteers will report any needed vehicle repairs or problems to the Program Coordinator prior to the end of their shift.
9. Personal vehicles are not to be used for *BCSO* related purposes.
10. Pursuant to applicable state law (TCA 55-9-603), and in the interest of public safety, *BCSO* Volunteer must wear a seat belt while riding in a county vehicle.
11. Volunteers will not transport anyone other than *BCSO* or Sheriff's Office personnel in a *BCSO* vehicle without prior approval from the Program Coordinator or the Patrol Captain.
12. Volunteers will obey all traffic laws, including parking regulations, and will operate the vehicle in a safe manner at all times.
13. VOLUNTEERS WILL NOT PARTICIPATE IN ANY TYPE OF CHASE OR PURSUIT, NOR WILL THEY INITIATE ANY TRAFFIC STOP.

6.08.05 Uniform and Equipment Regulations and Specifications

A. Uniform

1. *BCSO* Volunteers will wear the designated summer or winter uniform as authorized by the Sheriff, and purchased from the current uniform vendor whenever on duty
2. A badge and identification card will be issued to the volunteer upon completion of training. The badge and identification card will remain the property of the Blount County Sheriff's Office and must be surrendered upon the resignation or termination of the volunteer.

B. Weapons

BCSO Volunteers are not permitted to carry firearms of any type, at any time, while on duty. Volunteers may, upon completion of the training required, carry a chemical weapon to be used strictly as a defensive weapon. ***NO OTHER WEAPONS ARE PERMITTED.***

C. Personal Appearance

1. Volunteers will be neat and clean in appearance when in public, whether in or out of uniform, when on-duty, or engaged in any activity which relates to the Sheriff's Office.
2. Volunteers will maintain their uniforms in serviceable condition.
3. Volunteers will be responsible for maintaining their personal hygiene and cleanliness so as not to be offensive to the public or other members of the Sheriff's Office.
4. Beards may be permitted.
5. Mustaches may be worn but must be kept trimmed and may not extend beyond the lower edge of the lip.

D. Police Radios

1. The Federal Communication Commission (FCC) governs the use of law enforcement radio frequencies, and each volunteer must understand the professional courtesy that is expected when operating a law enforcement radio. Use of radios, both mobile and portable, should be limited to essential communications only.
2. The radio should be monitored while a volunteer is on duty. Special attention should be paid to a radio frequency to ensure that it is tuned to the correct channel. Wait for radio traffic to subside before transmitting on the designated frequency. A user's transmission should be as clear, concise, and brief as possible.
3. Use of portable radios:

- a. Are for assigned *BCSO* duties only.
- b. Volunteers must sign out radios for their assigned shift. While signed out, radios are the responsibility of a volunteer.
- c. Radios are not to be taken home for any reason, and are to be secured at the end of each shift.
- d. Any loss, malfunction, or damage to a police radio will be immediately reported to the Program Coordinator.

6.08.06 Public Relations

- A. The Sheriff's Office has an official procedure for the release of information. Only authorized persons are allowed to release official information to persons or entities outside the Sheriff's Office. *BCSO* Volunteers are not to discuss information of an official nature with anyone outside the Sheriff's Office who does not have a need to know.
- B. ***BCSO Volunteers should not use their position for personal financial gain by soliciting business or services.*** No volunteer will conduct business while on duty, or have any business dealings with *BCSO* recipients without prior authorization from the Sheriff.

6.08.07 Volunteer Status

BCSO Volunteers are not employees of the Blount County Sheriff's Office, are not sworn or certified, will not have law enforcement authority, and have no employment rights of any kind. Notwithstanding any other provision or statement to the contrary, a volunteer may be refused acceptance, suspended, or terminated at the will of the Sheriff.

6.09 Explorers Program

The Sheriff's Office Explorers Program is a cooperative effort with the Boy Scouts of America designed as a learning tool for those young people who may wish to enter a career in law enforcement, providing a hands-on learning experience.

6.09.01 Membership

- A. To become a member of the Explorer Program, an applicant must meet the following criteria:
 - 1. Be between the ages of 16 and 21 as shown on a certified birth certificate.
 - 2. Successfully complete an application and interview process.
 - 3. Have no conviction or plea of guilty to any felony or misdemeanor charge involving any offense relating to force, theft, violence, dishonesty, use of alcohol or any controlled substance.

4. Have good moral character as determined by the interview process.
 5. Be free of all apparent mental disorders.
 6. If in school, have proof of a "C" average in all courses, and have no record of disciplinary action.
 7. Must have a telephone.
- B. The application process will include the following:
1. All applicants must fully complete an application and return it to their SRO if in school, or to the Sheriff's Office in the Blount County Justice Center.
 2. Provide a copy of a valid Tennessee Driver's License.
 3. Provide at least 3 personal references other than family.
 4. A personal interview with the Explorer Coordinator and Explorer Advisers, who will recommend to the Patrol Captain or designee whether to recommend acceptance to the Explorer Program. The Patrol Captain or designee will review the recommendation and forward it through the chain-of-command to the Chief Deputy who will have final approval on any acceptance.

6.09.02 Explorer Coordinator

- A. This position is responsible for the administration of the Explorer Program's organization and operation including, but not limited to:
1. Recruitment of members.
 2. Processing applicants for consideration.
 3. Scheduling training and maintaining training records.
 4. Maintaining financial records of Explorer activities.
 5. Conducting evaluations.
 6. Supervising upkeep of equipment and maintaining inventory of assigned Sheriff's Office equipment.
 7. Keeping the Patrol Captain advised of activities.
- B. The position reports directly to the Patrol Captain or designee in relation to activities associated with the Explorer Program. Explorer Advisers will report to the Explorer Coordinator, and will assist the Explorer Coordinator in training and activities.

6.09.03 Rules and Regulations

- A. Explorers are not sworn or certified law enforcement officers, and will never be allowed to carry a weapon of any type, or under any circumstances identify themselves as a law enforcement officer, and will not wear the Explorer uniform when not performing duties related to the Sheriff's Office. Any violation of this rule will result in immediate dismissal from the program.

- B. No Explorer will be allowed with a patrol Deputy until they reach the age of 18 and have completed the necessary training to do so. Even if 18, it will still be at the discretion of the Explorer Coordinator and the Patrol Captain if an Explorer will be allowed to ride, and with whom they will ride. The Patrol Captain and the Explorer Coordinator will determine the number of hours each member may ride each month, and Explorers will only observe when riding and will not become involved with activities of a Deputy, unless a life-threatening event occurs.
- C. Explorers will immediately report any damage or defect to any equipment issued to them by the Sheriff's Office, and will be held responsible for any property lost or stolen. Any problems with equipment should be reported to the Explorer Coordinator or Patrol Captain as soon as possible.
- D. Explorers will be trained in various law enforcement disciplines practiced by the Sheriff's Office, and members will be able to observe special and technical operations, and assist in some hands-on training. Tests will also be administered at the end of training sessions, and members should strive to maintain a passing status.
- E. Insurance for Explorers is provided through dues paid to the Boy Scouts of America.
- F. Duties of Explorers will include, but not be limited to:
 - 1. Attending meetings.
 - 2. Observing law enforcement in action.
 - 3. Assisting with public service activities such as assisting Sheriff's Office personnel with parades, special events, and any other function where the duties of an Explorer could be used.

6.09.04 Explorer Uniform

The Sheriff's Office will provide each Explorer with one pair of BDU pants, a short and long-sleeve polo-style shirt with logo, a black belt, and a cuff case. This will be considered the Explorer uniform and nothing else may be worn without the written authorization of the Explorer Coordinator.

6.10 Blount County Auxiliary Deputy (Added 11/17/04)

The Blount County Auxiliary Deputy Program is a partnership between the Blount County Sheriff's Office and concerned, caring members of the community. The Sheriff's Office and volunteers will work together diligently to respond to the needs of the community in order to improve each individual's quality of life.

6.10.01 Purpose

The purpose of the Auxiliary Deputy Program is to provide a means of service to concerned members of the community. It will allow them to give of their time to assist members of the Sheriff's Office in coordinating and actually providing services to many different community events and functions. The Auxiliary Deputy Program will provide, but is not necessarily limited to, services in the following areas:

- Coordination and Staffing of Community Events
- Natural Disaster
- Search and Rescue
- Sheriff's Posse'
- Public Relations

6.10.02 Membership in Auxiliary Deputy Program

The following criteria must be met in order to become a Blount County Sheriff's Office Auxiliary Deputy. Applicants must;

- A. Be at least 18 years of age
- B. Successfully complete the application process that consists of a background check, criminal history check, and a driver's license check.
- C. Successfully complete Auxiliary Deputy Training
- D. Maintain grooming standards equal to that required of a full-time deputy and present a positive image for the Sheriff's Office in the community.

6.10.03 Application Procedures

- A. The applicant will complete the following forms and return them to the program director.
 - 1. Completed application form
 - 2. Photocopy of current, valid Tennessee Operator's License if applicable
 - 3. Proof of Insurance (automobile insurance certificate) if applicable
- B. A background investigation consisting of the following will be completed on each applicant:
 - 1. Driver's history
 - 2. NCIC criminal history and local records check
 - 3. Personal reference check
- C. The Auxiliary Deputy Program Director will conduct a personal interview with each applicant, and will make a recommendation to the Patrol Captain concerning

the applicant. The Patrol Captain will then make recommendations to the Sheriff, Chief Deputy, and Deputy Chiefs concerning acceptance of applicants.

- D. Upon acceptance, an applicant will be required to attend 12 hours of program orientation and training relating to the Auxiliary Deputy Program and the policies and procedures of the Sheriff's Office. Upon completion of the orientation and training, applicants will be issued a BCSO badge and identification card, and may purchase the approved uniform.

6.10.04 Organization Structure

A. Auxiliary Deputy Program Director

This position is responsible for the administration of the program's organization and operation including, but not limited to, the following;

1. Recruitment of Auxiliary Deputy Program participants.
2. Promotion of the Auxiliary Deputy Program through the media and community contacts.
3. Assistance in any budget issues including recommendations for expenditures.
4. Interview and recommend applicants for consideration.
5. Schedule training.
6. Maintain training records
7. Conduct evaluation of volunteers.
8. Supervise upkeep of program equipment.
9. Maintain inventory of assigned equipment.
10. Conduct analysis of program effectiveness, recommending changes as needed.
11. Supervise all Auxiliary Deputies.
12. Schedule work assignments.
13. Keep Patrol Supervisors updated on general activities of Auxiliary Deputies on duty.
14. The Auxiliary Deputy Program Director reports directly to the Patrol Captain.

6.10.05 Auxiliary Deputy

The Auxiliary Deputy will work in partnership with the Sheriff's Office to serve the citizens of our community in many diverse ways to include but not limited to the following;

- A. Coordination and Staffing of Community Events
- B. Natural Disaster
- C. Search and Rescue
- D. Sheriff's Posse'

- E. Public Relations
- F. In addition the Auxiliary Deputy will keep the Program Director advised of any issues or problems that may arise in the community or within the ranks of the program itself.

6.10.06 Rules and Regulations

Listed below are the rules and regulations that should be followed by Blount County Sheriff's Office Auxiliary Deputies. Individuals participating in this program should understand that adherence to these rules and regulations is mandatory at all times. They should contact the Program Director immediately if a situation arises that is not clearly addressed or needs further explanation.

ANY VIOLATION OF THE RULES AND REGULATIONS LISTED IN THIS SECTION MAY BE CAUSE FOR DISMISSAL FROM THE AUXILIARY DEPUTY PROGRAM.

- A. Volunteers must successfully complete a 12 hour training program covering those duties that are authorized and assigned to an auxiliary deputy.
- B. Once accepted into the program attendance at quarterly meetings is required. If a participant misses two consecutive quarterly meetings a letter of explanation will be forwarded to the Program Director or dismissal from the program could result.
- C. After agreeing to accept an assignment from the Program Director or designated point of contact a participant should be at the assigned location on time and ready to perform the assigned duties. If a participant is unable to report at the assigned time they should contact the Program Director or designated point of contact no later than 24 hours prior to their assigned report time. In emergency situations they should contact the Program Director or designated point of contact as soon as possible.
- D. While on duty, program participants will be in the approved uniform and have their badge and ID card in their possession at all times.

6.10.07 Personal Conduct

Blount County Sheriff's Office Auxiliary Deputies must realize the importance of their position as well as the effect their actions have on the Sheriff's Office. Auxiliary Deputies whether on or off duty, will be governed by the ordinary and reasonable rules of good conduct and behavior, and will not commit any negligent, malicious, or criminal act which might bring reproach or discredit upon themselves or the Sheriff's Office.

6.10.08 Conduct Toward the Public

Auxiliary Deputies should be courteous in their dealings with the public, and will perform their duties quietly, remaining calm regardless of provocation to do otherwise. They will be attentive to, and take suitable action on, reports and

complaints by a private person, except when circumstances make it necessary for them to report the matter, or refer the complaint to, a certified officer or another agency. Auxiliary Deputies will fulfill proper requests for information or assistance, or they will aid the person in otherwise obtaining requested information or assistance.

6.10.09 Personal Safety

Guidelines cannot be established to fit all situations; therefore Auxiliary Deputies are required to use sound judgment at all times. Listed below are basic operating procedures designed to provide guidance. Some of these are safety measures while others are service guidelines.

- A. Auxiliary Deputies are not law enforcement officers and have no police powers or authority, they are not to state, imply, or infer that they are law enforcement officers. They are never to take any enforcement action, regardless of the circumstances, and are to call for a certified law enforcement officer to handle any incident.
- B. Never enter a hazardous situation. Call for a certified officer and back away from the scene.
- C. Remain vigilant of your surroundings.
- D. Auxiliary Deputies will refrain from engaging in idle conversation concerning any obscene or objectionable subjects, avoiding public discussions on racial, political, or other controversial subjects while on duty.

6.10.10 Use of Sheriff's Office Vehicles

Auxiliary Deputies must remember that the most prominent function of the Auxiliary Deputy Program will be during those periods when a marked Sheriff's Office vehicle is in operation, it is open to public scrutiny. They must realize that their actions are representative of the Sheriff's Office. The following rules will be followed when operating Sheriff's Office vehicles;

- A. Vehicles will be locked at all times when left unattended.
- B. Do not leave the vehicle's engine running when left unattended.
- C. Auxiliary Deputies will not use a Sheriff's Office vehicle for any purpose other than those directly related to Sheriff's Office official business.
- D. Auxiliary Deputies must have a valid Tennessee Driver's License in their possession at all times while operating a Sheriff's Office vehicle.
- E. No unauthorized persons will be allowed to operate a Sheriff's Office vehicle.
- F. Any traffic accident involving a Sheriff's Office vehicle will be immediately reported to dispatch and a patrol supervisor will be notified also.
- G. Auxiliary Deputies are responsible for ensuring that their assigned vehicle is clean and refueled at the end of each shift.
- H. Personal vehicles are not to be used for Sheriff's Office official business.
- I. Any needed vehicle repairs or problems will be reported to the Program Director prior to the end of their shift.

- J. Pursuant to applicable state law (TCA 55-9-603), and in the interest of public safety, Auxiliary Deputies must wear a seat belt while riding in a Sheriff's Office vehicle.
- K. Auxiliary Deputies will not transport anyone other than Sheriff's Office personnel in a Sheriff's Office vehicle without prior approval from the Program Director or the available patrol supervisor.
- L. Volunteers will obey all traffic laws, including parking regulations, and will operate the vehicle in a safe manner at all times.
- M. Auxiliary Deputies will not operate a Sheriff's Office vehicle until they have successfully completed the Emergency Vehicle Operation Course, (EVOC).
- N. ***AUXILIARY DEPUTIES WILL NOT PARTICIPATE IN ANY TYPE OF CHASE OR PURSUIT, NOR WILL THEY INITIATE ANY TRAFFIC STOP.***

6.10.11 Uniform and Equipment Regulations and Specifications

A. Uniform

- 1. Blount County Auxiliary Deputies will wear the designated summer or winter uniform as authorized by the Sheriff whenever on duty.
- 2. A badge and identification card will be issued to Auxiliary Deputies upon completion of training. The badge and identification card will remain the property of the Blount County Sheriff's Office and must be surrendered upon the resignation or termination of the Auxiliary Deputy.

B. Weapons

Blount County Auxiliary Deputies are not permitted to carry firearms of any type, at any time, while on duty. Auxiliary Deputies may, upon completion of the training required, carry a chemical weapon to be used strictly as a defensive weapon. NO OTHER WEAPONS ARE PERMITTED.

C. Personal Appearance

- 1. Auxiliary Deputies will be neat and clean in appearance when in public, whether in or out of uniform, when on-duty, or engaged in any activity which relates to the Sheriff's Office.
- 2. Auxiliary Deputies will maintain their uniform in serviceable condition.
- 3. Auxiliary Deputies will be responsible for maintaining their personal hygiene and cleanliness so as not to be offensive to the public or other members of the Sheriff's Office.
- 4. Beards may be permitted.
- 5. Mustaches maybe worn but must be kept trimmed and may not extend beyond the lower edge of the lip.

D. Police Radios

- 1. The Federal Communication Commission (FCC) governs the use of law enforcement radio frequencies, and each volunteer must understand the

professional courtesy that is expected when operating a law enforcement radio. Use of radios, both mobile and portable, should be limited to essential communications only.

2. The radio should be monitored while an Auxiliary Deputy is on duty. Special attention should be paid to a radio frequency to ensure that it is tuned to the correct channel. Wait for radio traffic to subside before transmitting on the designated frequency. A user's transmission should be as clear, concise, and brief as possible.
3. Use of portable radios:
 - a. Are for assigned Auxiliary Deputy duties only.
 - b. Auxiliary Deputies must sign out radios for their assigned shift. While signed out, radios are the responsibility of the Auxiliary Deputy.
 - c. Radios are not to be taken home for any reason, and are to be secured at the end of each shift.
 - d. Any loss, malfunction, or damage to a police radio will be immediately reported to the Program Director.

E. Public Relations

- A. The Sheriff's Office has an official procedure for the release of information. Only authorized persons are allowed to release official information to persons or entities outside the Sheriff's Office. Auxiliary Deputies are not to discuss information of an official nature with anyone outside the Sheriff's Office who does not have a need to know.
- B. ***Auxiliary Deputies should not use their position for personal financial gain by soliciting business or services.*** No deputy will conduct personal business while on duty.

F. Volunteer Status

Auxiliary Deputies are not employees of the Blount County Sheriff's Office, are not sworn or certified, will not have law enforcement authority, and have no employment rights of any kind. Notwithstanding any other provision or statement to the contrary, an individual may be refused acceptance, suspended, or terminated at the will of the Sheriff.

Court Services Operations

Standard Operating Procedures

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INTRODUCTION

FOREWORD

This Standard Operating Procedures Manual is the result of the efforts of the employees of Court Services Operations, and is dedicated to the notion that a professional criminal justice organization must be guided by the rule of law and operated within the limits of clearly established rules, regulations, policies, and procedures. Each employee will be treated as an individual and allowed certain discretion, but all employees must understand the need for uniformly acceptable conduct and basic operational procedures.

The integrity of Court Services Operations rests on the actions of its employees. These policies and procedures are guidelines to assist with the procedural limitations on the jobs performed by Court Services Operations. The perception that the citizens of Blount County have of the Sheriff's Office and Court Services Operations depends on the competence of all employees. These policies and procedures will help to ensure that the public's trust is well placed.

These policies and procedures are adopted in the interest of efficient court services and as an addendum to the more comprehensive *Sheriff's Office Policies and Procedures Manual*, and are not intended to create higher standards than those imposed by law. However, together, they do indicate that the standards of professional behavior imposed on Sheriff's Office employees by these rules, regulations, policies, and procedures are among the highest expectations to be found among criminal justice and law enforcement agencies anywhere.

These policies and procedures are subject to being amended, revoked, or revised at any time as the needs of the Sheriff's Office and Court Services Operations may require.

James L. Berrong
Blount County Sheriff

EFFECTIVE DATE: _____

Chapter 1. Justice Center and Courtroom Security

1.01 Policy

- A. Violence, or the threat of violence, in the Justice Center, or any of its courtrooms, would have a profound negative impact on the functioning of the courts. Accordingly, appropriate levels of security must prevail to protect the integrity of the court procedures, to sustain the rights of individuals before the courts, to deter those who would take violent action against the courts or participants in court procedures, and to sustain the decorum of the courts.
- B. Courts Services Operations also manages holding cells adjacent to the courtrooms located in the Justice Center that are designed to hold inmates from the Adult Detention Center in preparation for appearance in the courts in a timely and efficient manner, and to hold those detained by the courts until such time as they can be escorted to the Adult Detention Center for processing. These procedures are designed to protect court staff, security personnel, inmates, and the general public.
- C. One of the basic duties of the Sheriff, as directed by *TCA 8-8-201*, is to “Attend upon all the courts held in the county when in session; cause the courthouse to be kept in order for the accommodation of the courts; and obey the lawful orders and directions of the courts.”

1.02 Command Responsibility

The Sheriff has delegated the command of court services security to Court Services Operations headed by the Deputy Chief of Support Operations, who is responsible for supervising court security employees.

1.03 Training Requirements for Justice Center Security Officers

- A. Court Services Officers must be certified law enforcement officers as determined by the Police Officers Standards and Training Commission (POST), and are required to maintain certification through 40 hours of annual in-service training.
- B. In addition to the POST-mandated training, Court Services Officers are required to attend an orientation conducted under the direction of the Training Function that covers the following topics:
- C. Security equipment, to include:
 - 1. Location of security equipment and the necessity for its proper maintenance and inventory to ensure its readiness for use when needed.

2. Training in the use of all security equipment used by Court Services Officers under normal and emergency conditions. Security equipment includes:
 - a. Firearms
 - b. Chemical agents
 - c. Physical restraints
 - d. Magnetometers and imaging devices designed to detect weapons
 - e. Search techniques including the prevention of the introduction of contraband into the Adult Detention Center.
 - f. Use of safety equipment such as fire extinguishers, first aid kits, and defibrillators.
 - g. Response to various types of emergencies that may occur in the Justice Center, including situations that may involve evacuation procedures.

- D. Court Security Officers will undergo retraining at least once every three years on the operations of the court holding facility, fire suppression, and equipment provided by the agency.

1.04 Facilities

- A. The Deputy Chief of Support Operations Captain will conduct a security survey of court facilities in the Justice Center at least every 3 years, or whenever there is a structural change to the Justice Center that would affect the courtrooms or building entrances. Court security policies and procedures will be updated as necessary based on the results of the survey, and will, at a minimum, address the facilities and equipment listed below.

- B. An inmate or detainee usually is held in a holding cell for less than 4 hours and will not be held for more than 8 hours, therefore there is no need for beds or bedding, or for shower facilities. These are provided in the Adult Detention Center. Also, if held more than 4 hours, inmates will be returned to the Adult Detention Center for meal service in the Intake area. Detainees will not be held in the holding area prior to being transferred to the Adult Detention Center for processing.

- C. Facilities and equipment refer to the condition of the following:
 1. Doors and windows – ensuring they are locked when not in use, and that they are functioning properly.
 2. Interior and exterior lighting must meet applicable codes – ensuring that they are operational, and contacting County Building Maintenance when they are not.
 3. Emergency lighting must meet Life Safety Codes and backup power sources are available – contact County Building Maintenance when there is any indication of malfunction.

4. Fire and smoke detection and suppression equipment meet applicable codes and is tested monthly - ensuring that any deficiencies are repaired as soon as detected.
5. Alarm systems meet applicable codes and are tested monthly – ensuring that any deficiencies are repaired as soon as detected.
6. Air circulation meets applicable codes - ensuring that any deficiencies are repaired as soon as detected.
7. Secure areas located in the Justice Center (holding cells) – ensuring that locks and keys are in working condition, and reporting any malfunction(s) to the County Building Maintenance Department.
8. Restricted areas (areas within the Justice Center denied access to the general public) – ensuring that they are secure, that doors and windows are locked, and doors lock when closed, especially when inmates are present.
9. Key control: location of keys and their secure location and inventory.
10. Handicapped accessibility – ensure that all entrances are free of encumbrances daily.
11. Communication – ensure all communications systems (radios and cel phones) are operational, and submitting inoperable or damaged equipment to the Property and Evidence Custodian as soon as possible.
12. Emergency medical equipment and supplies- first aid kits and defibrillators are checked daily, and that any damaged or inoperable equipment or supplies are replaced.
13. Inmates will be placed in holding cells with operable toilets and drinking fountains – ensure that these facilities are checked daily and any damage found is reported to the Court Services Captain as soon as noticed, and the County Building Maintenance Department notified immediately to make repairs. If the damage is the result of action by an inmate(s), an Incident Report will be prepared, and an effort made to identify the inmate(s) responsible, and proper action taken

1.05 Weapons

Unless specifically prohibited by a court, Court Services Officers will be armed in compliance with GO 1.06, Weapons, except when a JCSO is required to enter an occupied holding cell. Lockboxes are located adjacent to each courtroom on the second and third floors of the Justice Center, and in the Adult Detention Center.

1.06 Restraints and Other Court Security Related Equipment and Supplies

- A. JCSO's have access to a limited number of restraining devices, such as handcuffs and leg irons that may be used on persons in custody or detained by the courts, that will be used to restrain those being transferred from the holding cells to Intake in the Adult Detention Center. A running inventory of restraining devices is maintained by the Adult Detention Center where all restraining devices used by Court Services are accounted for at all times.

- B. Inmates being escorted to and from the Adult Detention Facility, between the holding cells and the courtrooms, and while they are in the courtroom, will be restrained by handcuffs and/or leg irons, and possibly other restraining devices depending on the demeanor and/or security or escape risk of an inmate or detainee. Restraints will only be removed upon direction of a judge.
- C. If more than 2 inmates or detainees are escorted between holding cells and the Adult Detention Center, they will be secured in leg irons and handcuffs, and may, at the discretion of a JCSO, be secured to each other.
- D. The Property and Evidence Custodian is responsible for issuing security equipment and supplies used by JCSO's. Items issued the JCSO's will include, but not be limited to:
 - 1. Weapons assigned to JCSO's will be in compliance with GO 1.06, Weapons.
 - 2. Chemical agents will be in compliance with GO 1.06, Weapons.
 - 3. Communications equipment (radios and/or Nextel phones)
 - 4. First aid kits and supplies (coordinated with the Medical Unit in the Adult Detention Center)
 - 5. Location and condition of portable defibrillators.
 - 6. Location and condition of restraining devices
- E. Court Services Officers will be responsible for inspection and testing of equipment (where appropriate) on a quarterly basis. Request for repair or replacement of equipment and supplies will be made to the Property and Evidence Custodian on the prescribed forms.

1.07 Duress Alarms

- A. Duress alarms are located on each judge's bench and at the desk of each court clerk in each courtroom, and are monitored by Master Control in the Adult Detention Center. Master Control Officers will dispatch corrections officers to the location of the duress alarm and notify the Court Services Captain as well as the Communications Center. The duress alarms are tested as a part of the daily security inspection.
- B. JCSO's are equipped with 2-way radios and/or Nextel telephones that provide them with communications to Master Control in the Adult Detention Center, or to a pre-set set of numbers programmed into the Nextel telephone providing them with communications to seek assistance when necessary. In addition, telephones are located in each courtroom.

1.08 Access to Holding Areas and Holding Cells

- A. Holding areas include the areas outside of the holding cells, between the holding cells and the courtrooms, and the secure elevator that leads to the hallway connecting the Justice Center to the Adult Detention Center.
- B. Access to holding areas will be restricted to:
 - 1. Justice Center Security Officers.
 - 2. District Attorney General personnel.
 - 3. Probation and parole personnel.
 - 4. Judges.
 - 5. Blount County Building Maintenance Department personnel.
 - 6. Court Clerk's Office personnel.
 - 7. Corrections officers.
 - 8. Court approved interpreters.
 - 9. Defense Attorneys (only while under supervision by a JCSO)
- C. JCSO's may search anyone entering a holding area including their person, handbags, briefcases, and any other containers they may be carrying.
- D. Weapons of any kind will not enter Justice Center holding areas except in extreme emergencies that would warrant the use of deadly force by Court Services, Adult Detention Center, or patrol personnel. Lockboxes are provided throughout the Justice Center and the Adult Detention Center to temporarily store weapons.
- E. A JCSO or corrections officer may enter an occupied holding cell to apply or remove restraints, or to check on the well being of an inmate or detainee, only if a Master Control Officer monitoring a holding cell by video camera indicates that it is safe to do so. If it becomes necessary to remove an inmate or detainee who does not wish to leave, a minimum of 2 JCSO's and/or corrections officers will enter the holding cell to secure the inmate or detainee and remove him or her to the Adult Detention Center.
- F. JCSO's are issued keys to the holding areas in case of emergencies. Master Control in the Adult Detention Center remotely controls the locks to the holding cells, the hallways between the Justice Center and the Detention Center, and the secure elevator used to move inmates and detainees between the Justice Center and the Adult Detention Center, and administers a key control system that requires the sign out and sign in of keys, including those for the holding area
- G. Doors to cells and to the holding areas will be secured whenever occupied by inmates and/or detainees. Doors will be checked prior to inmates or detainees entering the cells and for serviceability after inmates and/or detainees are removed. After putting an inmate or detainee in a cell, the escorting JCSO will sharply pull on the door to ensure that it has properly locked, and will make periodic observations through the door's window to ensure that inmates are secure and have no problems.

- H. Each time inmates and/or detainees are removed from a holding cell, a JCSO will check the cell, including behind the toilet area, for weapons and/or contraband. If a weapon or contraband is found, the JCSO will prepare an Incident Report and give it to the Court Services Captain before the end of the day.

1.09 Fire Safety and Evacuation

- A. Court Services Officers will conduct visual inspection of fire extinguishers and the alarm and fire suppression systems as part of the daily security and sanitation inspection.
- B. The Court Services Captain will receive copies of all periodic tests and inspections that are conducted by the County Building Maintenance Department and the Maryville Fire Department that pertain to the operation of the fire suppression and alarm systems.
- C. An evacuation plan specifying routes of evacuation for Justice Center employees, the public, and inmates/detainees in holding cells will be posted throughout the Justice Center, and will be a part of the orientation curriculum and in-service training for Justice Center Security Officers, and provided to other key employees in all offices located in the Justice Center.

1.10 Daily Inspection

- A. Before the public or inmates arrive in the holding areas or courtrooms, JCSO's will conduct a search of all courtrooms, hallways, elevators, holding cells, and any area where the public, attorneys, detainees, or inmates may have been, or will be, congregating. Any weapons or contraband collected during these inspections will be reported to the Deputy Chief of Support Operations, and an Incident Report prepared before the end of the day detailing the description and location of where the contraband was found.
- B. At the end of each day the courts are in session, JCSO's will conduct a sweep of the facility looking for weapons, contraband, and lost items, reporting found items to the Court Services Office and preparing an Incident Report detailing the description and location of where the contraband was found before leaving. Any item found that is not a weapon or contraband will not require an Incident Report.
- C. A JCSO designated by the Deputy Chief of Support Operations will also conduct a daily inspection that will include the following:
 - 1. Sanitation, including any accumulation of trash or infestation of pests. If pests or vermin are observed, the JCSO will report the situation to the Court Services Captain who will contact County Building Maintenance, who has a contract with a pest control company that will address the problem.
 - 2. Fire safety (see Section 1.09 above)

3. Security by checking doors, locks, windows, walls, panels, access plates, and all security devices for operational wear and any tampering by inmates or detainees.
4. Inspections will include all courtrooms, holding cells, holding areas, elevators, restrooms, hallways, and any place that may have been occupied by an inmate, detainee, or the public.

1.11 Escape

A. General Information

Even in a well-managed justice facility, staff must be constantly alert to prevent escapes. A comprehensive inmate classification system conducted by the Adult Detention Center designed to identify escape risks, a thorough system of security inspections, effective search and contraband detection systems, and staff alertness are the prime prevention measures that should be emphasized. The following elements may indicate an impending escape:

1. Changes in inmate behavioral patterns and other indicators of new activity.
2. Staff lapses in fully implementing security procedures or becoming too predictable in their application of those procedures.
3. Information gained from outgoing correspondence, overheard conversations, and/or monitored telephone calls.

B. Notifications

1. Direct observation of an escape or escape attempt will trigger immediate notification of Master Control.
2. Initial notification will include facts regarding where the inmate was seen in the process of an escape, and information such as the reason to believe the inmate is missing and possible method of escape.
3. Master Control will immediately sound the escape alarm by the facility radio system. If there is reason to believe an escapee has already exited the Justice Center, the Adult Detention Center Shift Supervisor will immediately contact the Blount County Communications Center in order to alert Patrol as well as other local law enforcement agencies, to immediately inform residents and businesses in the immediate area of the Justice Center, and to deploy corrections staff to establish an initial perimeter in the area where the escapee is thought to have gone. The Sheriff and Chief Deputy will be notified at this time.
4. The Deputy Chief of Support Operations, in coordination with the Adult Detention Center Shift Supervisor and the Patrol Shift Supervisor, will then evaluate the situation, survey available manpower resources, and deploy any additional available resources in the best possible manner.
5. A “hot pursuit” team composed of Adult Detention Center staff may be used if there is reason to believe an escapee(s) is still in the immediate area. It may be necessary to initiate a complete search of the Justice Center to ensure the

escapee(s) is not hiding out and waiting for the initial alert and accompanying search effort to subside. Specific internal search assignments will be made to ensure the entire Justice Center is covered

6. Certain corrections officers on each shift are designated as Emergency Response Officers (E.R.O.'s) and will form the basis for any emergency response in the Justice Center.

C. Information Gathering

1. As soon as an escapee's identity is known, all relevant facts regarding that individual will be gathered by corrections staff, including his or her name, charge, type of commitment, sentence length, age, estimated time of escape, location of escape, and physical description.
2. Any personal property that the inmate or detainee may have had will be secured and inventoried, investigated, and stored for safekeeping.
3. An interview process will be instituted in which all inmates and/or detainees in the holding area will be questioned as to any possible knowledge of the escape or an escapee's destination.
4. The Adult Detention Center staff will implement their own escape plan, including notifying outside agencies, local residents, and other procedures.

D. Hostages

Under no circumstances will an inmate be permitted to escape from the Justice Center using a hostage. If a hostage is used in an attempt to escape, all employees should have clear instructions that orders given by any person under duress are not valid.

E. Use of Force

1. Properly qualified employees are authorized to use firearms as a last resort to prevent injury or loss of life to personnel or non-participating inmates (see GO 1.05, Use of Force).
2. Only persons who are qualified will be allowed to use weapons. Whenever possible, verbal warnings should be given prior to the use of deadly force (see GO 1.06, Weapons).

F. Investigation

1. When an escape results in physical damage, the area will be secured from any access and a careful photographic and written record will be made of the damage. As soon as this is complete, repairs will begin as soon as possible.
2. Any physical point of escape should be secured at once from unauthorized access, and any evidence or information that may be of value in preparing or presenting a case in court should be carefully preserved and protected in accordance with policies and procedures relating to the processing and preservation of evidence (see GO 4.09, Collection and Preservation of Evidence).
3. A full internal investigation will be conducted as soon after the incident as possible that will generate an escape report that will be submitted by the Court

Services Operations Lieutenant to the Deputy Chief of Support Operations who will, after review, forward it to the Chief Deputy. This report will analyze all aspects of the escape, identify any weaknesses found in policies and procedures, specify any staff performance issues, and identify corrective action(s) that may be necessary. This report will be forwarded to the Sheriff as soon as all of the pertinent facts surrounding the escape are available.

1.12 Incident Reports

JCSO's will file an Incident Report with their immediate supervisor on all incidents that in any way threatens the security of the facility or any person in the facility. Supervisors will notify the Deputy Chief of Support Operations of an incident as soon as possible, but not later than the end of the workday.

1.13 Searches

- A. Corrections Officers or JCSO's will escort inmates to and from the Adult Detention Center to holding areas in the Justice Center.
- B. If a person is taken into custody as the result of court action, a JCSO will conduct a pat search for weapons and contraband before placing him or her into an empty holding cell, or a cell that includes other detainees. ***Detainees are never to be placed into a holding cell that has inmates wearing Adult Detention Center uniforms (stripes).*** JCSO's will contact Master Control whenever detainees will be moving to the Adult Detention Center, and corrections officers in Intake will process them in accordance with Adult Detention Center policies and procedures relating to inmate processing.
- C. Any person detained by a judge who is apparently under the influence of alcohol or drugs, or who exhibits violent or self-destructive behavior, will be immediately escorted to the Adult Detention Center.
- D. Any weapon or contraband taken from a detainee will be secured in a lockbox until such time as the detainee is moved to the Adult Detention Center, at which time the JCSO or Corrections Officer will carry the weapon and/or contraband to the Intake area of the Adult Detention Center for processing.

1.14 Segregation Between Inmates, Detainees, and by Sex

- A. Inmates in Adult Detention Center uniforms will not be placed in the same holding cell as detainees, and females will never be placed in the same holding cell as a male.
- B. Holding cells are designed so that there is no sight or significant conversation-level sound capability among them.

1.15 Emergency Medical Services

- A. First aid kits, blood spill kits, and portable defibrillators are available near holding areas on each floor of the Justice Center. JCSO's will provide first aid assistance to inmates, detainees, and the public as long as the aid rendered does not exceed training. When a medical emergency occurs anywhere in the Justice Center, Adult Detention Center medical staff are to be requested, or emergency medical service personnel will be called if the need is obvious.
- B. Inmates and detainees have access to medical care by pushing the intercom button in the cells and requesting assistance from Master Control in the Adult Detention Center, and the Adult Detention Center medical staff will respond. Signs posted in holding areas that are visible from the holding cells state that inmates or detainees may notify Master Control through the video/audio system if medical care is needed.
- C. The medical response plan for the Justice Center will be reviewed and updated as needed by the Adult Detention Center Medical Unit. A Court Services Officer will inspect the first aid kits, blood spill kits, and portable defibrillators daily to ensure they are properly supplied and operable.

1.16 Use of Audio/Visual Surveillance

Television and audio devices installed in holding cells must be used in such a way that they do not violate an inmate's, or detainee's personal privacy. Such devices are used primarily to ensure the security of JCSO's and corrections officers entering a holding cell, and to control the movement of inmates and detainees in the holding areas and in the elevator.

1.17 Supervision of Detainees of the Opposite Sex

If a JCSO must supervise an inmate or detainee of the opposite sex, he/she will have another JCSO or corrections officer to witness all contact between the JCSO and the inmate or detainee, unless operational demands do not allow this to occur, at which time a JCSO will notify Master Control that a detainee must be supervised by a JCSO of the opposite sex, and Master Control will log this information into the Adult Detention Center's activities log.

1.18 Unruly Individuals in Court

Anyone who enters a courtroom during judicial proceedings that is under the influence of an intoxicant or is violent towards others or themselves will be removed from the courtroom immediately. The person in question will be escorted to the jail, with the proper paperwork, and be placed in a cell that is monitored by corrections personnel.

Anyone that is being held in jail that is in such condition and is due to appear in court will not be taken to court unless the judge specifically orders their presence after being informed the subject's condition. If this occurs the detainee will remain in the necessary restraints and in the presence of the JCSO while in the courtroom.

If an individual is determined to be under the influence of an intoxicant or is violent towards themselves or others in the courtroom and is placed in the jail, he/she may be criminally charged for their behavior, even if the Judge does not find that person in contempt of court.

Chapter 2. Legal Process

The Tennessee Constitution and statute mandates that the Sheriff's Office serve civil process in support of the judicial function. The functioning of the courts in Blount County is affected by the prompt service of court documents. Thus, the effectiveness and image of the judicial system are dependent, in part, on the effective and timely service of court documents.

Definitions

Civil Process - Those writs, summonses, mandates, or other process issuing from a court of law or equity pertaining to a cause of action of a civil nature. The term includes original, intermediate, and final process to be served by the Sheriff's Office in any action involving civil rights.

Criminal Process - Those writs, summonses, mandates, warrants, or other process issued from a court of law compelling a person to answer for a felony or misdemeanor. The term also includes process issued in crime detection or prosecution, such as search warrants, subpoenas, etc.

Foreign Jurisdiction - A state or nation outside the State of Tennessee. Often process is referred to as "out-of-state."

Process - A means of compelling defendants in an action to appear in court, or a means by which a court compels compliance with its demands.

2.01 General Information

- A. The degree of diligence required by law in the execution of process is greater than that used by a prudent person pursuing his or her own affairs. Warrant officers will handle all process addressed to the Sheriff in proper and timely manner.
- B. Only POST certified warrant officers or deputies may execute arrest warrants, whether civil or criminal.
- C. Process will be executed within the time span provided, and in accordance with specified directions from the issuing court.

- D. The Warrants Unit distributes process to warrants officers by zone. Process will not be transferred among warrant officers without the permission of the Warrants Unit Supervisor or the Court Services Captain.
- E. Each warrants officer receiving process will:
 - 1. Execute/serve promptly.
 - 2. Request rezoning as necessary.
 - 3. Explain service or attempts of service.
- F. Patrol deputies may be requested to assist Warrant Officers in cases needing additional personnel or after-hours service.
- G. Process successfully served or executed will be properly returned to the Court Services Clerk who will return it to the appropriate court.
- H. Process may be copied to place in inmate booking files. Copied process will be plainly marked as such, and will not be copied for service without prior approval of the Warrants Unit Supervisor.

2.02 Records

- A. Civil process will be immediately forwarded to the Court Support Unit for recording prior to being served. Records will include:
 - 1. Date and time received.
 - 2. Nature of process.
 - 3. Court issuing document.
 - 4. Names of defendants and respondents.
 - 5. Warrant officer assigned for service.
 - 6. Court docket number.
 - 7. The number of days the process is valid.
- B. Warrant Officers will record all executions and attempts at service of process, including:
 - 1. Date and time served or service attempted.
 - 2. Name of officer serving or attempting service.
 - 3. On whom the process was served or executed.
 - 4. The method of service or reason for non-service.
 - 5. The location of service or attempt.
- C. The Court Services Clerk will daily update the computer tracking system indicating the process that has been served.

2.03 Civil Process

- A. *TCA 8-8-201* assigns the service or execution of civil process as a duty of the Sheriff.
- B. Only POST certified Warrant Officers will serve process requiring the seizure of real or personal property. Sufficient numbers of Warrant Officers and/or patrol deputies will be assigned to serve such process as is necessary to deter breach of the peace during execution.

2.04 Criminal Process

- A. Only POST certified Warrants Officers will serve search warrants and other criminal process not exempted by state law. Non-certified warrants officers may serve criminal summonses.
- B. Upon execution of arrest warrants, the arresting Warrants Officer or deputy will deliver the original warrant along with the individual arrested to the jail, make proper return, and complete the arrest report
- C. The executing Warrants Officer or deputy will return criminal summonses to court services clerk after service.
- D. To ensure that the correct person named in a capias or arrest warrant is arrested, Warrant Officers and/or deputies will verify the existence of the original, unserved capias, warrant, etc., and the identity of the person to be arrested.
- E. As provided in *TCA 40-7-105*, Warrant Officers and/or deputies may summons any citizen to assist if emergency conditions exist. In such cases, Warrant Officers and/or deputies will be sensitive to the danger facing untrained citizens while assisting in an arrest. Service of the warrant will be postponed, if possible, rather than enlisting the aid of civilians.
- F. *TCA 40-7-118* requires the issuing authority of a misdemeanor arrest warrant specify if the person being charged should be arrested. Therefore, if the criminal process specifies arrest, a misdemeanor citation will not be issued in lieu of arrest.
- G. As required by *TCA 40-7-106*, Warrant Officers and deputies will give notice to a person to be arrested of the grounds for the arrest and their authority to make an arrest.
- H. Forcible entry to serve arrest warrants, as authorized by *TCA 40-7-07* and GO 1.03, may be made under the following guidelines:
 - 1. When the person named in the warrant is suspected of being in his own home or building.

2. After notice of intention to arrest has been given and admittance is denied at their residence.
 3. There is probable cause to believe the person being sought is in their residence.
 4. If there is probable cause to believe that the person being sought is in the residence of a third party, consent must be obtained from the owner or leasee of the residence, or a search warrant obtained.
 5. Before using force to enter and execute the service of process directing the arrest of any person, the approval of the ranking supervisor is required prior to entry. The need for forcible entry should be weighed against the following:
 - a. The seriousness of the charge indicated in the warrant.
 - b. Potential for violent confrontation.
 - c. Risk to innocent persons.
 - d. Alternatives with less risk.
 - e. The compelling need for immediate service.
- I. When the person named in a warrant is suspected of being in a home or other building other than his or her own, consent from the owner to search the home will be obtained prior to entry. If consent cannot be obtained, a search warrant based upon probable cause will be obtained before entry, unless exigent circumstances that endanger the safety of the officer or other persons present do not provide enough time to obtain a search warrant. If such circumstances exist, forcible entry may be made without a warrant. However, enough probable cause to search must exist, the same as if the officer were seeking a search warrant before a judge or magistrate.
- J. Only when justifiable circumstances exist may an officer forcibly enter a dwelling or other building without prior approval of a supervisor.

2.05 Property

- A. Employees will record all property, both real and personal, seized or otherwise received, and a Property Receipt be issued to the person from whom it was received. Records will indicate a description of the property received and from whom it was received, and all property needs to be placed with Property/Evidence. For vehicles seized, there must be a Tow Slip prepared in compliance with section of GO 3.12 relating to vehicle towing. Only towing companies designated by the Sheriff will be used for towing seized vehicles.
- B. All property seized or otherwise received by the Sheriff's Office due to the execution/service of any legal process, will be disposed of according to orders from the court and the provisions of state law and county ordinances.

- C. A receipt will be issued for all funds such as fees, fines, bonds, cash, checks, etc., received from the execution or service of legal process. The funds will be immediately transferred to the Office Manager.

2.06 Service in Other Jurisdictions

- A. *TCA 40-6-210 through 216* authorizes any lawful officer holding an arrest warrant to serve the process in any county in Tennessee. Warrant officers and/or deputies will seek the assistance of law enforcement agencies in other jurisdictions when serving arrest warrants outside the boundaries of Blount County.
- B. For felony arrest warrants for persons out-of-state, the District Attorney General's Office will be consulted to determine that extradition will be sought. If so, an appropriate extradition form will be completed for entry into the NCIC computer system. Certified copies of the warrants along with copies of the extradition form will then be forwarded to the proper jurisdiction for execution. The District Attorney General's Office will handle international extradition in all cases.

FTO PROGRAM PHASES

ORIENTATION PHASE I

- Week 1 Limbo... Trainee rides and observes only. FTO covers BCSO procedures And patrol functions. **DOR 1-4** (Zone 1)
- Week 2 FTO covers officer safety, firearms safety, patrol vehicle operation, communication, and public relations. Orientations to roads are covered. FTO covers training briefs. **DOR 5-8** (Zone 2)
- Week 3 FTO covers traffic control/direction, report writing, crime scene prevention, and obtaining support units/equipment. Trainee begins recording information from dispatch. FTO makes all reports, trainee observes FTO gathering information for report. Orientations to roads are covered. FTO covers training briefs. **DOR 9-12** (Zone 3)
- Week 4 Trainee moves to TSO. FTO covers vehicle stops, and stopping felony/stolen vehicles. Trainee starts conducting radio traffic. Verbal testing begins from the FTO. Orientations to roads are covered. FTO covers training brief. **DOR 13-16** (Zone 4)

FTO and trainee will complete end of phase review.

TRAINING PHASE I

- Week 1 Trainee moves to new FTO. Phase II orientation. Trainee starts driving; trainee radio number will be used. Trainee begins taking simple reports. FTO covers when to arrest, arrest procedures, executing the arrest, prisoner procedures, and case filing. FTO covers training brief. **DOR 17-20** (Zone 1)
- Week 2 Trainee begins the role of primary officer. FTO covers investigations, authority to search, evidence/property. FTO covers training brief. **DOR 21-24** (Zone 2)
- Week 3 FTO reviews state statues/laws/local ordinances. FTO covers training brief. **DOR 25-28** (Zone 3)
- Week 4 Trainee will be primary officer on all calls. Reports will be made by trainee. FTO covers investigations. FTO covers training brief. **DOR 29-32** (Zone 4)

FTO and trainee will complete end of phase review.

TRAINING PHASE II

- Week 1 Phase III orientation. Review Phase II material, juvenile procedures, follow-up investigations. Prepare trainee for solo patrol. FTO covers training brief. **DOR 33-36** (Zone 1 and 2)
- Week 2 Trainee handles everything. FTO observes only. FTO covers community policing strategies, street level enforcement, pro-active investigations. FTO covers training brief. **DOR 37-40** (Zone 3 and 4)

FTO and trainee will complete end of phase review.

RECOMMENDATION PHASE IV

- Week 1 Trainee handles everything. FTO observes only and will not intervene unless a critical situation dictates otherwise. The trainee will review the previous workbook items and complete and log any that have not already been done by previous FTOs. **DOR 41-44** (Zone- trainee's weakest area)
- Week 2 Trainee will be assigned to senior FTO. Trainee will operate in solo capacity. Senior FTO is to evaluate trainee at the end of this phase. Senior FTO and FTO supervisor will make recommendation for solo, remedial, or termination. **DOR 45-48** (Zone-each zone will be covered in final week)

FTO and trainee will complete end of phase review.

Note: This is the minimum a deputy should be doing at each phase. Do not hold them back if they are capable of doing more.



Blount County Property Assessor

Employee Handbook Supplement

ADDENDA

Tobacco Use, page 20

The use of mouth or smokeless tobacco (to include dipping, chewing, etc.) is also prohibited under this policy and is subject to the same restrictions, including office areas, hallways, break rooms, and County vehicles.

Electronic Communications, page 20-22

Personal Calls, Email, Texting, Internet Usage, and/or other digital communication

While at work, employees are expected to exercise the same discretion in using personal cell phones as is expected for the use of office phones. Excessive personal calls, texts, emails, internet usage and/or other digital communication during the workday can interfere with employee productivity and be distracting to others. Employees should restrict cell phone activity during work time, and should use personal cell phones during breaks or lunch periods in non-working areas. Employees are therefore asked to make sure that friends and family members are aware of the office's policy. Flexibility will be provided in circumstances demanding immediate attention.

Safety Issues for Cell Phone Use

Employees whose job responsibilities include regular or occasional driving are expected to refrain from using their phone while driving County-owned vehicles. Safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, employees are strongly encouraged to pull off of the road (i.e. parking lot, driveway, etc.) before placing or accepting a call. Special care should be taken in situations where there is traffic, inclement weather or the employee is driving in an unfamiliar area.

Note: Texting, email, internet surfing, and all other key-stroke or touch screen related functions are expressly prohibited while driving.

Internet Usage

Use of the Internet by employees is permitted and encouraged where such use supports the goals and objectives of the office. However, access to the Internet is a privilege and all employees must adhere to the policies concerning Computer, Email and Internet usage. Violation of these policies could result in disciplinary action leading up to and including termination of employment. Employees may also be held personally liable for damages caused by any violations of this policy.

Computer, email and internet usage

County employees are expected to use the Internet responsibly and productively. Internet access is limited to job-related activities only and personal use is not permitted. Job-related activities include research and educational tasks that may be found via the Internet that would help in an employee's role.

ADDENDA

Emails sent via the company email system should not contain content that is deemed to be offensive. This includes, though is not restricted to, the use of vulgar or harassing language/images.

Unacceptable use of the internet by employees includes, but is not limited to:

-Access to sites that contain obscene, hateful, pornographic, unlawful, violent or otherwise illegal material.

-Sending or posting discriminatory, harassing, or threatening messages or images on the Internet or via the County email service

-Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities

-Passing off personal views as representing those of the Office

If an employee is unsure about what constituted acceptable Internet usage, then he/she should ask his/her supervisor for further guidance and clarification.

Personal Appearance, page 23-24

Office dress code should fall within guidelines similar to business casual. Business casual is crisp and neat. It should not look like cocktail party or picnic attire. Avoid tight or baggy clothing; business casual is classic rather than trendy.

Hats/toboggans are acceptable in field work, but should be plain with general brand logos only. (e.g. Nike, Under Armour, Carhartt, etc.)

Casual Friday

Dress or dark jeans with no holes or frays are allowed on Friday only.

Exception: Deputy Assessors who will be engaged in field work can wear jeans on any given day, but if the Deputy intends to work in the office, business casual dress code should be adhered to.

No t-shirts or sports jerseys.

From: Scott Graves [<mailto:sgraves@blountcountytrustee.com>]

Sent: Friday, September 16, 2016 11:23 AM

To: Jenny Morgan <jmorgan@blounttn.org>

Subject: employee handbook

Jenny,

The Trustee's Office does not have its own employee handbook. We use the County Employee Handbook. Thanks.

Scott Graves

Blount County Trustee