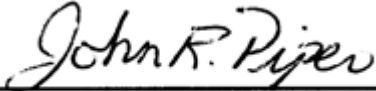




WINCHESTER POLICE DEPARTMENT OPERATION ORDER

NOTE: This directive is for internal use only, and does not enlarge an employee's civil liability in any way. It should not be construed as the creation of a higher standard of safety or case in an evidentiary sense, with respect to third party claims. Violation of this directive, if proven, can only form the basis of a complaint by this department, and then only in a non-judicial administrative setting.

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| Number 1-22 | | Effective Date April 19, 2013 | Review Date December 18, 2018 | Reviewing Division Administration |
| Subject CAREER DEVELOPMENT PROGRAM- ECC | | <input type="checkbox"/> New Directive <input checked="" type="checkbox"/> Amends <input type="checkbox"/> Replaces: <input checked="" type="checkbox"/> Revised: December 18, 2018 III. B.3., E..2.-6., IVB.5., E.G., V. | | This directive shall apply to personnel assigned to the following divisions: <input checked="" type="checkbox"/> All Personnel <input checked="" type="checkbox"/> Patrol Division <input checked="" type="checkbox"/> Administration Division <input checked="" type="checkbox"/> Investigation Division |
| References: CEMS: 3.7K VLEPSC: PER.05.01 - .04 CALEA | | | | |
|  <hr/> Chief of Police or Designee | | <hr/> January 31, 2019 Date | | |

I. PURPOSE

The purpose of this directive is to provide each Communications Specialist with knowledge of the criteria for movement in the career development path and the procedures required to initiate consideration for upward movement.

II. POLICY

The welfare of the community depends on the Emergency Communications Specialist (ECS). The Winchester Police Department is committed to a policy that increases the prestige and level of performance of these ECS and encourages them to continue their professional development by providing incentives throughout their communication careers. The career development process shall stress actual job performance, combined with professional growth and development. The assignment to a particular status in the Career Development Program (CDP) should not be considered a promotion, but an incentive to ECS who have and will continue to apply themselves as career oriented communication specialists.

III. PROCEDURES

A. Career Advancement Board (CAB)- ECS

1. The CAB shall consist of the Deputy Chief of Police, Emergency Communications Director and the Captain of Patrol.
2. The CAB will meet whenever necessary to consider individual ECS's request for advancement in the CDP.

3. The CAB will schedule and conduct meetings to consider appeals from those communications specialist who were not advanced in CDP status.

B. Initiating Responsibility

1. It is the responsibility of each Communication Specialist to review the criteria that must be met and maintained for each level in the CDP. An ECS who wishes to be considered for entrance or progression in the CDP must submit a written request to the CAB, through their chain of command, on or near their individual anniversary date or when eligible for advancement.
2. Each Communication Specialist must obtain a recommendation from their immediate supervisor. The supervisor will consider each criterion, address them separately, and state how the requesting ECS has or has not met the criteria. The supervisor may include a narrative concerning the individual's advancement in the CDP. This recommendation will accompany the ECS's request to the Emergency Communication Director.
3. All paperwork concerning an individual's status in the CDP will be forwarded through the chain of command to the affected ECS's Lead ECS. The Lead ECS will forward this correspondence through his or her chain of command.

C. Notification of Board's Recommendation

1. The CAB shall notify the Chief of Police of the board's recommendation. The CAB may make either a favorable or non-favorable recommendation. This notification shall be made no later than ten (10) business days following the respective CAB meeting.
2. Communications Specialist shall have ten (10) business days after notification to appeal a non-favorable recommendation to the CAB. The CAB will then schedule and hear the Communications Specialist appeal.

D. Notification of Acceptance or Rejection

1. If the candidate is rejected after an appeal to the CAB for entrance or advancement in the CDP, the ECS has ten (10) business days to initiate an appeal to the Chief of Police through the chain of command.
2. The Chief of Police will make the final determination of CDP status.
3. If the final determination is rejection of the candidate's request for entrance or advancement in the CDP, the candidate shall be placed on a six (6) month special evaluation status.
4. The ECS's immediate supervisor will draft a memorandum outlining the area(s) of deficiency, indicating what improvements are expected in order

to comply with the standards for the CDP and notify the ECS formally of the special evaluation.

5. If upon completion of the six (6) month special evaluation period the affected ECS has complied with the standards outlined and meets the requirements of entrance or advancement in the CDP, the ECS may re-apply for CDP status. Re-application will require the ECS to submit a written request to the CAB through their chain of command, which includes a recommendation from the ECS's immediate supervisor and an updated employee performance evaluation.

E. Reduction in Career Development Status

1. No appointment at any level within the CDP should be considered permanent. Each ECS must meet the minimum adjusted evaluation in order to be appointed to each level of the CDP, and must maintain those performance levels to retain their position, to include an active status on all specialty certifications and trainings.
2. Reevaluation of an employee's current appointment will be conducted on an annual basis during their annual evaluations or through the authorization of the Chief of Police.
3. The ECS's immediate supervisor shall monitor the ECS's evaluation and negative points to assure ECS are maintaining the required minimum standards. When the supervisor becomes aware that an ECS is no longer active with their training or certification, they will make a written account of it and forward it through the chain of command to the Chief of Police.
4. If it is determined that an ECS is not maintaining the minimum standards prescribed for their respective level with the CDP, the affected ECS shall be placed on a three (3) month special evaluation status by the supervisor.
5. The ECS's immediate supervisor will draft a memorandum outlining the area(s) of deficiency, indicating what improvements are expected in order to comply with the standards, and notify the ECS formally of the special evaluation.
6. If upon completion of the three (3) month special evaluation period the affected ECS has not complied with the standards outlined, the ECS's immediate supervisor shall forward a memorandum to the Chief of Police recommending reduction in the ECS's CDP status. This memo shall contain an outline of events leading to the recommendation for reduction in the CDP level.
7. The Chief of Police shall make the final determination on whether a reduction in CDP status is in order and the level to which the ECS is to be reduced. The Chief of Police or his/her designee will make the necessary notifications concerning the ECS's reduction in the CDP.

8. Once an ECS's level has been reduced in the CDP, which ECS must apply to the CAB if they wish to be considered for CDP advancement.
9. An ECS may not be considered for CDP advancement until twelve (12) months after the date of status reduction.

F. Compensation

During the time an ECS is in an advanced CDP status, he or she will receive a percentage of their annual salary determined by advancement to the appropriate pay grade or a 5% pay increase, whichever is greater.

IV. CRITERIA

The following criteria will be met for each of the CDP advancement positions:

A. ECS I

Designation assigned upon appointment. While in training an Emergency Communication Specialist I can't be eligible for promotion.

B. ECS II

1. Complete 24 months as an ECS I with the Winchester Police Department;
2. Certified by the Division of Criminal Justice Services (DCJS) as a communication specialist;
3. Satisfactorily completed the department probationary period per city policy;
4. A minimum of acceptable performance ratings in every competency and job specific responsibility category on the most recent department employee performance evaluation;
5. Maintain a minimum of 3.5 career development points;
6. Maintain proficiency in EMD, phone, radio, computer, VCIN/NCIC entries and use as required by the department;
7. Successfully completed the approved EMD certification;
8. Must maintain twelve (12) hours annual continuing education hours specific to communications training;
9. Recommendation for advancement by the immediate supervisor; and

10. Selection by the CAB.

C. ECS III

1. Completed at least (2) years of service as an ECS II with the Winchester Police Department;
2. A minimum of acceptable performance ratings in every competency and job specific responsibility category on the most recent department employee performance evaluation;
3. Maintain a minimum of 4.0 career development points;
4. Maintain proficiency in EMD, phone, radio, computer, VCIN/NCIC entries and use as required by the department;
5. Successfully completed an approved Communications Training Officer course;
6. Must maintain sixteen (16) hours annual continuing education hours specific to communications training;
7. Recommendation for advancement by the immediate supervisor; and
8. Selection by the CAB.

D. Proficiency Criteria

1. EMD/Phone: Each ECS is evaluated monthly based on calls received during this time period according to the designated minimum standard.
2. NCIC/VCIN Proficiency: Each ECS must exhibit exemplary performance in the use of NCIC and VCIN. This is demonstrated by eagerness and proficiency in the entry and use of the State system and reiterated through recertification bi-annually.
4. Professionalism: Each ECS must clearly demonstrate knowledge of the Law Enforcement Code of Ethics as outlined in RR 1-8, Code of Conduct.
5. Department Policy and State Law: Each ECS must demonstrate a working knowledge of the Winchester Police Department's and Fire and Rescue Rules & Regulations and General Orders and understanding of criminal and traffic codes of Virginia.
6. Sick Leave: Each ECS must follow the requirements of the City of Winchester sick leave policy. Each ECS must have a sick leave usage rate

equal or less than the average usage in the department. Computation of such shall be on a twelve (12) month basis. Instances of legitimate hospitalization, injuries, or illness shall not be cause of rejection or reduction. However, each ECS will be required to provide testimony to the legitimacy of such when sick leave usage exceeds the maximum time allowed. More than two (2) violations of the sick leave policy during any twelve (12) month period shall be cause for rejection or reduction in CDP status.

E. Criterion Bonus Points

Bonus points will be awarded for proficiency in specified criterion as outlined as follows (certifications and specialty team memberships must be active):

- .1 Approved training through Emergency Management Institute – Independent Study Program (ECC Director- maintains list), with a maximum of four (4) classes.
- .2 Specialty Committee
- .2 Public Education Committee
- .2 Five Years in the Winchester Emergency Communications Department
- .2 Peer to Peer Team
- .2 QA’s Average of EMD Fire & Police 96%
- .3 State Certified Specialist Instructor, (VCIN and CPR);
- .3 State Certified Instructor;
- .3 Crisis Negotiation Team;
- .3 QA’s Average of EMD, Fire & Police 100%
- .4 Speak Spanish to level of interpreting;
- .5 ENP- Emergency Number Professional;
- .5 Ten 10 years in Winchester Emergency Communication;
- .5 RPL- Registered Professional Leader;
- .5 CMCP Center Manager Certification Program
- .1-.7 Other criterion assigned by the Chief of Police.

G. Penalty Points

Penalty points will be subtracted from the bonus points score as outlined. Suspension days will be accumulative. Any combination of days suspended will be totaled within the time period.

- .2 Less than 92% average on EMD and Police QA average
- .4 One (1) grievable offense within the past two (2) years;
- .5 Two (2) grievable offenses within the past three (3) years;
- 1.0 One (1) to three (3) days suspension within the last two (2) years;
- 1.5 Four (4) or more days suspension within last five (5) years; and
- .1-1.0 Other criterion assigned by the Chief of Police.

V. **STANDARDS**

The following standards will apply for considering bonus points in specified criterion:

A. State Certified Communications Instructor

ECS who has been certified by the State of Virginia and is actively used each year to instruct on a department basis or state level. To be recertified by the Commonwealth of Virginia, an ECS must instruct at an approved academy, except for firearms instructors.

B. Crisis Negotiation Team (CNT) Member

ECS who has been selected and assigned to the CNT by the department. Assigned members will attend the required training.

C. ENP-Emergency Number Professional

ECS demonstrates a mastery of the comprehensive knowledge base required for emergency number program management.

D. RPL- Registered Public Safety Leader

ECS successfully completes a certificate program that focuses on the skills sets that make for solid leadership performance.

E. Other Criterion

Additional disciplines may be approved by the Chief of Police if the disciplines signify professional advancement and are a distinct benefit to the department.

- F. Center Manager Certification Program
- G. Specialty Committee
- H. Public Education Committee