




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.

Number 1-22		Effective Date March 20, 2023	Review Date 4/29/2020	Reviewing Division Administration
Subject CAREER DEVELOPMENT PROGRAM- ECC		<input type="checkbox"/> New Directive <input type="checkbox"/> Amends <input type="checkbox"/> Replaces: <input checked="" type="checkbox"/> Revised:		This directive shall apply to personnel assigned to the following divisions: <input type="checkbox"/> All Personnel <input type="checkbox"/> Patrol Division <input type="checkbox"/> Administration Division <input type="checkbox"/> Investigation Division <input checked="" type="checkbox"/> Emergency Communications
References: CEMS: VLEPSC: PER.05.01 - .04 CALEA				
 <hr/> Chief of Police or Designee		<hr/> March 20, 2023 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. The written request, in the form of a memorandum and any necessary attachments, must contain proof of proficiency in the identified requirements and criteria within this policy.
2. Each Communication Specialist must obtain a recommendation from their immediate supervisor. The supervisor shall 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 shall 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 or memorandum identifying compliance.

E. Reduction in Career Development Status

1. No appointment at any level within the CDP should be considered permanent. Each ECS must meet the proficiency criteria and requirements 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. The employee's immediate supervisor shall monitor compliance on an annual basis through use of the City of Winchester performance evaluation. Should evaluations be suspended, a memorandum identifying compliance of the established criteria will be completed in its place.
3. If it is determined that an employee is not maintaining the minimum standards prescribed for their respective level with the CDP, the supervisor will notify the CAB in writing, with a copy to the ECS. If the CAB agrees with the supervisor's determination, the affected employee shall be placed on a six (6) month special evaluation status by the supervisor.
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, 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 not complied with the standards outlined, the ECS's immediate supervisor shall forward a memorandum to the CAB and 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.

6. 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.
7. Once an ECS's level has been reduced in the CDP, it is the responsibility of the ECS to apply to the CAB if they wish to be considered for CDP advancement.
8. 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 cannot be eligible for promotion.

B. ECS II

1. Complete two (2) years 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 proficiency in VCIN/NCIC entries;
6. Obtain a 93% in each QA category;
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 proficiency in VCIN/NCIC entries;
4. Obtain a 94% in each QA category;
5. Must maintain sixteen (16) hours annual continuing education hours specific to communications training;
6. Recommendation for advancement by the immediate supervisor; and
7. Selection by the CAB.

D. Proficiency Criteria

1. EMD/Phone/Dispatching: 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.
3. Professionalism: Each ECS must clearly demonstrate knowledge of the Law Enforcement Code of Ethics as outlined in RR 1-8, Code of Conduct.
4. 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.

5. Supervision: Each ECS being considered for ECS III must demonstrate confidence and an ability to work without supervision due to a necessity that may arise in which the ECS III serves as a supervisor, as assigned by the Director.

E. Additional Considerations

When making a recommendation to the CAB, supervisors will document and consider the following:

1. Specialty Committee;
2. Public Education Committee;
3. Peer to Peer Team;
4. QA's Average of EMD Fire and Police 98% and above;
5. State Certified Specialist Instructor in CPR;
6. State Certified Instructor;
7. Communications Training Officer;
8. Recruiting Officer;
9. Speak Spanish to level of interpreting;
10. Crisis Negotiation Team;
11. ENP- Emergency Number Professional;
12. RPL- Registered Professional Leader;
13. CMCP Center Manager Certification Program.

F. Additional Considerations Defined

1. 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.
2. ENP-Emergency Number Professional: ECS demonstrates a mastery of the comprehensive knowledge base required for emergency number program management

3. RPL- Registered Public Safety Leader: ECS successfully completes a certificate program that focuses on the skills sets that make for solid leadership performance.

G. Identified Concerns

When making a recommendation to the CAB, supervisors will identify and document the following:

1. Grievable offenses within the past three (3) years;
2. Suspensions within the past five (5) years;