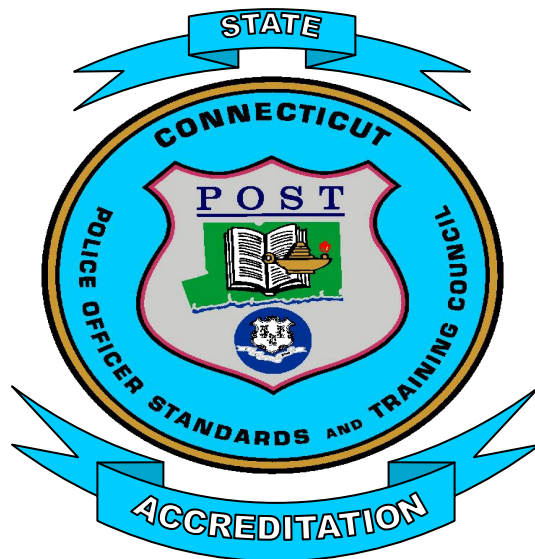


***STATE OF CONNECTICUT***  
***POLICE OFFICER STANDARDS AND TRAINING***  
***COUNCIL***

***LAW ENFORCEMENT***  
***ACCREDITATION PROGRAM***

**ACCREDITATION**  
**PROCESS MANUAL**



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# **I**

## **THE POST COUNCIL**

### **PURPOSE**

One of the POST Council's purposes is to improve the delivery of law enforcement services, primarily through a voluntary law enforcement agency state accreditation program organized and maintained in the public interest. The POST Council's specific purposes include:

1. To establish and maintain Standards for the operation of law enforcement agencies.
2. To administer an accreditation process that encourages applicant agencies to come into compliance with those Standards that are applicable to the agency on the basis of the functions it performs.
3. To conduct on-site assessment of the agency's compliance with applicable Standards after the agency indicates that it is in full compliance.
4. To recognize compliance with Standards by issuance of a certificate of accreditation.
5. To conduct programs of education, training, research, and to publish the results, which further the other purposes of the POST Council.
6. To assume such other responsibilities and to conduct such other activities as are compatible with the operation of such Standard setting, on-site assessment, and accreditation activities generally.
7. To develop and maintain liaison and a close working relationship with national, and regional associations and agencies in the criminal justice and related fields for mutual assistance and the interchange of ideas and information.
8. To achieve high standards of recruitment and appointment of personnel on all levels; to promote personnel management programs, employee development, and other essentials for the maintenance of high personnel standards.
9. To promote the concept of voluntary self-regulation inherent in the accreditation process.
10. To cooperate with other private and public agencies in a manner that will lead to the improvement in the accreditation program and the delivery of law enforcement services.

## **ACCREDITATION PROGRAM**

Participation in the accreditation program is voluntary, and the POST Council discourages actions on the part of any person, group, or association to mandate law enforcement agency accreditation. Law Enforcement Agencies may seek accreditation or not, as they wish. Once an agency begins the accreditation process, it may withdraw at any time without prejudice.

The POST Council has established and maintains accreditation Standards for law enforcement agencies that consider all administrative, management, and service delivery aspects of the organization. The Standards, in striving to promote the best professional practices, prescribe “what” agencies should be doing, but not “how” they should be doing it. Law Enforcement Agencies and other interested organizations and individuals may obtain the publication, Standards for Law Enforcement Agencies from POST staff.

To assist agencies working toward accredited status and to administer the accreditation program, the POST Council has designed self-assessment and on-site assessment report forms and procedures. POST Staff trains assessors to conduct on-site evaluations of agencies when they complete the accreditation self assessment phase.

After its successful on-site assessment, the final report is submitted to POST-C staff for a formal review by the POST Council accreditation committee, if approved the agency appears at a POST Council meeting and is awarded accredited or reaccredited status. Duration of accredited or reaccredited status is four (4) years. Every accredited or reaccredited agency receives a framed certificate honoring its accomplishment.

The Police Officer Standards and Training Council is organized under Connecticut General Statute 7-294a to 7-294x. The POST Council is statutorily mandated, under, Regulation 7-294d (a) to administer an accreditation program. Members of the POST Council are appointed by the Governor and consist of the following(1) A chief administrative officer of a town or city in Connecticut; (2) the chief elected official or chief executive officer of a town or city in Connecticut with a population under twelve thousand which does not have an organized police department; (3) a member of the faculty of The University of Connecticut; (4) eight members of the Connecticut Police Chiefs Association who are holding office or employed as chief of police or the highest ranking professional police officer of an organized police department of a municipality within the state; (5) the Chief State's Attorney; (6) a sworn municipal police officer whose rank is sergeant or lower; and (7) five public members. The Commissioner of Emergency Services and Public Protection and the Federal Bureau of Investigation special agent-in-charge in Connecticut or their designees shall be voting ex-officio members of the council.

POST Staff will assist law enforcement agencies interested in the accreditation process, and provide guidance, as well as interpretations of Standards. Staff plans, coordinates, and conducts training for police agencies in the accreditation process. Staff also trains and assigns assessors to conduct on-site assessments of candidate agencies.

## II

### THE ACCREDITATION PROCESS

The voluntary accreditation program can generally be divided into two parts: the Standards and the Process. The Standards, discussed in the Standards Manual, are the building blocks from which everything else evolves. Left to themselves, however, the Standards, as with previous law enforcement standard setting endeavors, would be nothing more than a pile of bricks. The Process provides the blueprint and mortar to shape the Standards into forms that are sturdy, useful, and lasting for the agency. The Process provides order, guidance, and stability to those going through the program and ensures that the POST Council can recognize professional achievement in a consistent, uniform manner. There are five phases to the accreditation process; application, self-assessment, on-site assessment, POST Council review, and maintaining compliance and re-accreditation.

#### **ACCREDITATION PHASES**

##### **Application Phase**

Agencies usually begin with an application form which specifies the obligations of the agency and the POST Council. Entry into the accreditation process is voluntary but requires the commitment of the agency's Chief Executive Officer, who signs the application on behalf of the agency.

##### **Self-Assessment Phase**

The accreditation manager initiates agency self-assessment which involves a thorough examination by the agency to determine whether it complies with all applicable Standards. The agency prepares forms and develops "proofs-of-compliance" for applicable Standards, and assembles the forms and proofs in a manner which will facilitate a review by POST Council assessors. When the agency is satisfied that it has completed all compliance, preparation, and planning tasks, it notifies POST-C staff that it is ready to become a candidate for accreditation. As part of the self-assessment phase an agency schedules a Mock Assessment when they have, or nearly have, completed all of their accreditation files. This is essentially a dry run of the on-site assessment phase. Mock assessments are scheduled through the President of the Connecticut Police Accreditation Coalition (CONN-PAC).

##### **On-site Assessment Phase**

Following a Mock Assessment and any necessary adjustments to accreditation files, the accreditation manager advises POST-C Staff that the agency is ready for an On-site assessment. For administrative purposes, this should occur approximately 10 weeks prior to the POST Council meeting the agency wishes to be awarded accreditation. The

POST-C staff selects a team of trained assessors, free of all conflict with the candidate agency, and schedules the on-site review of the agency during a period mutually agreeable to all parties. During the on-site visit, the assessors, acting as representatives of the POST Council, review all Standards and, in particular, verify the agency's compliance with all applicable Standards. The assessors' relationship with the candidate agency is non-adversarial. Assessors provide the agency verbal feedback on their progress during, and at the conclusion of, the assessment.

The assessors then submit a formal, written report of their on-site activities and findings to POST-C staff. A copy of the report is forwarded to the agency. If the final report reflects compliance with all applicable Standards and with required on-site activities, the agency is scheduled for a POST Council Accreditation Committee review. If compliance issues remain unresolved the agency may return to self-assessment phase to complete unfinished work, or it may choose other options, e.g. appeal or voluntary withdrawal.

The final assessment report is then forwarded to the POST Council Accreditation Committee when all applicable Standards and required activities have been complied with. The POST Council will review the final report at one of its scheduled meetings, usually the meeting immediately following the on-site assessment. The agency's Chief Executive Officer and any staff they deem appropriate, are invited to attend.

### **Post Council Review and Decision Phase**

The agency attends the scheduled meeting of the POST Council. At the meeting the POST Council will review the final report and will receive any other information it will need to render a decision. When it has reached a decision on the agency meeting all compliance requirements, the POST Council awards the agency accredited status. Accreditation or re-accreditation is for a period of four (4) years. The POST Council furnishes the agency with a certificate of accreditation. The agency is afforded an opportunity to critique the entire process following the award of accredited status.

### **Maintaining Compliance and Re-Accreditation Phase**

To maintain accredited status, the accredited agency must remain in compliance with all applicable Standards. The agency submits an *Annual Compliance Report* to POST-C staff attesting to continued compliance and reporting changes or difficulties experienced through the year, including actions taken to resolve non-compliance. At the conclusion of the four (4) year period, the POST Council offers the agency the opportunity to repeat the process and continue accredited status.

## **REACCREDITATION**

A reaccreditation on-site needs to be completed approximately 10 weeks prior to the Council meeting the agency wishes to be awarded reaccreditation. **If (1) the on-site is the agency's initial accreditation or first reaccreditation, or (2) the agency's**

**accreditation team/manager has changed in full since the last On-site, the agency MUST undergo a Mock Assessment.** Mock assessments are scheduled through the President of the Connecticut Police Accreditation Coalition (CONN-PAC). If this is a subsequent reaccreditation and the agency's accreditation team has not changed, the decision to participate in a Mock Assessment is left to the agency but is strongly encouraged.

### **Requesting an Extension of Accredited Status**

If an agency experiences hardships during its accreditation cycle and needs more time to prepare for a reaccreditation on-site, an extension can be filed. The Chief Executive of the agency must author a letter to POST -C Staff requesting the extension. The letter must contain; the reason an extension is necessary, the length of time needed before hosting an On-site assessment, and a statement attesting whether the agency has maintained compliance with all applicable Standards. POST-C Staff will forward the extension request to the Accreditation Committee of the POST Council for review and action. POST-C Staff will notify the agency's CEO and accreditation manager of the Committee's decision. If the Committee's decision is not favorable to the agency, the CEO can appeal that decision to the full Council as outlined in the following section of this manual.

It should be noted that the agency's accreditation anniversary date will not change. For example, if an agency is scheduled to be reaccredited in March 2016, an extension is approved and the agency becomes reaccredited in November 2016, the agency is still scheduled to be reaccredited in March of 2020.

### **III**

## **PROCEDURES FOR THE REVIEW AND APPEAL OF POST COUNCIL DECISIONS**

Despite plans to enter into cooperative working relationships with the applicant, candidate, and accredited agencies and a desire to make the accreditation process non-confrontational, there might be times when an agency disagrees with a decision made by POST-C Staff, assessors, or the POST Council itself. Thus, participating agencies can ask that a decision be reviewed, and, if the review does not elicit a decision favorable to the agency, an appeal might be instituted.

This chapter outlines review and appeal policies and procedures applicable to decisions made by POST-C Staff, assessors and by the POST Council. It is anticipated that the review and appeal procedures will not play a prominent part in the accreditation process. In every case, the agency and the POST Council should initiate normal inquiry and pursue reasonable avenues of fact finding, discussion and negotiation in the course of their relationship before resorting to the alternatives of review and appeals. However, the policies and procedures described herein ensure that (1) POST Council decisions are made after due regard and deliberation and (2) the agency's interests and views are part of the process at each stage and at all times.

POST-C Staff including, assessors, are required to make decisions on a number of matters that regularly come to its attention. All decisions are to be made in accord with the intent of the Standards and the Process established by the POST Council, and it is recognized that the POST Council has the final authority over all decisions. However, staff decisions are always subject to review as well as to the appeal process whereby, agencies may appeal to the POST Council for relief.

POST-C Staff decisions follow a hierarchical process to the Academy Administrator from internal staff upward through the organizational chain of command; from assessors, to the team leader, to the staff, to the Academy Administrator. Decisions of the Academy Administrator are reviewed by the POST Council.

### **POST-C Staff Decision Areas**

POST Council staff and assessors make many decisions during the accreditation process, but it is anticipated that requests for reviews and appeals will be prompted by decisions in one of six areas:

1. Applicability of Standards based on functions performed
2. Interpretations of Standards
3. Waiver requests



4. Adequacy of an agency's self-assessment documentation and on-site preparation
5. Assessor's actions, judgments, and findings in the on-site assessment report
6. Compliance maintenance and re-accreditation issues

### **Applicability of Standards**

The agency determines the applicability of the Standards to its operation on the basis of functions. Staff and assessor interaction throughout the process, such as a review of directives and conditions encountered during the various reviews, mocks or the on-site assessment, may result in a decision regarding applicability. If an agency believes it is being required to comply with Standards concerning a function or activity that it does not perform or is not required to perform, it should request a review and, later, an appeal, if necessary.

### **Interpretations of Standards**

Experience indicates that Standards must be interpreted because of the wide variations in agency type and responsibilities. A body of precedents has been established over time in the issuance of interpretations of Standards. Staff interprets Standards on the basis of its experience and understanding of the POST Council's precedents. Interpretations beyond the staff's experience or a request to review a staff interpretation is normally forwarded first to the Accreditation Committee of the POST Council for study and interpretation before action is taken by the full POST Council.

### **Waiver Request**

On occasion, an agency might encounter "circumstances beyond its control" that prohibits compliance with an applicable Standard(s). The agency may request that its obligation to comply be *waived* so that it can proceed in the process. The waiver process will involve the following steps; POST-C staff will examine the circumstances prohibiting compliance and make a decision to deny or conditionally approve the waiver request, The POST Council Accreditation Committee will then determine if the waiver is to be granted and then make that recommendation to the full POST Council for final approval. If the waiver is approved POST Council assessors are instructed to verify the prohibitive circumstances during the on-site assessment and to report their findings in the final report. If the assessors determine the circumstances do not support the waiver request, the agency must either comply with the Standard(s) or request a review of the assessment team's findings.

### **Adequacy of the Agency's self-assessment documentation and On-Site Preparation**

Before the on-site assessment can be scheduled, the agency must have the self-assessment documentation completed. If, for instance, a mock on-site has determined that the agency is lacking in self-assessment documentation, then the agency must have

all self-assessment documentation and on-site preparations completed before scheduling an on-site assessment with POST-C staff.

### **Assessor Actions and On-site Assessment Report**

A product of the on-site assessment is a report of findings about agency compliance with applicable Standards. If the agency believes that the assessing team's findings with regard to specific Standards are in error, it may file for a review of those findings by the staff or the POST Council.

### **Compliance Maintenance and Re-accreditation Issues**

During the period of accredited status, POST-C staff examines Annual Compliance Reports as well as other issues that pertain to the accreditation status of the agency. Staff may receive and process complaints about the agency by third parties. As a result of this, POST-C staff may decide that an agency must take certain actions to maintain its accredited status. If the agency disagrees with such decisions, it may request a review.

## **REVIEW PROCEDURES**

### **Agency Initiation of a Review**

Staff decisions are based on information supplied by participating agencies as well as by assessors, third parties, and the public. The application form, Standard interpretation request, waiver requests, the self-assessment documentation, and the report by assessors are the principal information transmittal documents. In most cases, judgments are formulated and decisions made after a thorough review of all available information. Informally, the agency should first contact POST-C Staff by telephone, fax or e-mail. In most cases, issues can be resolved in a manner that is fast, efficient, and mutually agreeable to all. If further review is necessary, a request for review should be accompanied by a formal letter, documents articulating the agency's position, and any new or additional information that has a bearing on the matter for which the review is being requested.

The formal letter to initiate a review should be addressed to the POST Academy Administrator over the signature of the agency's Chief Executive Officer. The letter should state the nature and scope of the review, making reference to contact or correspondence with POST Council relative to its earlier decision. The body of the letter, or attachments thereto, should address the following six items:

1. Statement of problem (identification of what is to be reviewed)
2. Synopsis of information previously submitted
3. Clarification or expansion of information previously submitted
4. New or additional information not previously submitted

5. Other facts bearing on the problem
6. Action(s) requested of the POST Council staff

### **POST-C Staff Actions**

Upon receipt of the request for a review, POST-C Staff assembles all correspondence, together with the newly received letter. A review of the situation is made on the basis of the new information supplied. If the review is positive, that is, POST-C Staff finds for the agency, a letter informing the agency of the findings and the matter is closed, subject to the on-site assessment and POST Council confirmation.

If the finding is negative after reviewing the new information a staff position paper is prepared on the issue describing the POST-C Staff position, citing previous POST Council actions, precedents and the rationale for the decision along with a POST-C Staff recommendation. The issue is scheduled on the agenda of the POST Council Accreditation Committee. A recommendation is then made to the full POST Council. The agency is notified in writing of the POST Council decision.

Problem resolution up to this point is not affected by time limitations. While on-site, assessor decisions may be the subject of review. However, the time constraints of the on-site schedule necessitate that quick “field decisions” be made with less formality so the assessment can be completed within prescribed time limits. Generally, issues can be resolved through the normal interaction of the participants. Should further consideration be required by the POST Council, appeal arrangements can be made between the times the assessment team leaves and the agency is scheduled for a review by the full POST Council.

### **Appeal Procedures**

Appeal procedures are very simple. The agency may turn its review request around for (re)submission to the POST Council with or without additional information. A cover letter addressed to the Chairman of the POST Council will suffice to place the matter before the POST Council. Action by POST-C Staff is also viewed as minimal in as much as its position is a matter of record. Once the decision has been made by the POST Council the agency is notified in writing.

## **REVIEW AND APPEAL OF POST COUNCIL DECISIONS**

### **POST Council Decision Areas.**

It is anticipated that a POST Council decision that might become the subject of review and appeal, apart from matters generated from the preceding six POST-C Staff decision areas, would involve the following; POST Council placement of conditions or time limits on the accreditation decision, POST Council deferral of accreditation, and POST Council suspension or revocation of accreditation.

## **Placement of Conditions or Time Limits on Accreditation**

If the POST Council decides to place conditions or time limits on the accredited status it confers, an agency might ask for a review of those decisions.

## **Deferral of Accreditation**

If the POST Council decides to defer accreditation, an agency may ask for a review of that decision or subsequently appeal the decision as outlined below.

## **Suspension or Revocation of Accreditation**

The POST Council has the authority to review the status of an accredited agency. If the POST Council decides to suspend or revoke accreditation, the agency may wish to seek a review and or appeal of the action.

## **REVIEW PROCEDURES**

### **Agency Initiation of the Review**

An agency seeking a review of a POST Council decision should follow the procedures noted in REVIEW PROCEDURES, in terms of drafting a letter that includes all particulars.

### **POST Council Review.**

Once the request for review is received, POST-C Staff undertakes a full file review of information regarding the agency and the subject of the review. Reports regarding the issue, including any precedents, are assembled. Transcripts of the minutes of the POST Council meeting at which the decision under review was reached are gathered as well as recommendations of the POST-C Staff and legal counsel, if appropriate.

The matter is presented to the POST Council at its next regularly scheduled meeting which may be attended by agency representatives. Agency representatives are allowed to address the POST Council if advance arrangements were made about the number of spokespersons and approximate time requirements. Following the POST Council meeting, POST-C Staff advises the agency in writing of the decision and the reasons thereof.

## **IV**

### **PROCEDURES FOR CALEA ACCREDITED AGENCIES**

Connecticut Law Enforcement agencies that are CALEA accredited may elect to become State accredited through the following procedure; the agency submits to POST-C Staff the last CALEA on-site report and CALEA Award Letter, along with files which contain written directives and proof-of-compliance for the State specific accreditation Standards not found in the CALEA manual. The State specific accreditation Standards are found in Appendix D.

For the initial state accreditation award a CALEA accredited agency may submit their final report and the required Standards for the State accreditation Standards regardless of where they are in the four (4) year cycle. Re-accreditation under state accreditation will then be awarded based upon the date of their CALEA on-site assessment.

The CALEA on-site report as well as a report reflecting the status of the eight (8) State Standards, in compliance or not in compliance, is submitted to the POST Council Accreditation Committee by POSTC staff. If approved by the POST Council Accreditation Committee, the agency is invited to attend the next POST Council meeting for the awarding of State Accreditation or Re-Accreditation.

## **V**

# **PUBLIC INFORMATION POLICY FOR THE ACCREDITATION PROCESS**

### **General Post Council Public Information Policies**

#### **Public Comment and Participation**

The POST Council encourages public comment and participation at all levels of the program and encourages public comment about proposed changes to the Standards, changes in the accreditation policies or procedures and individual agencies seeking accreditation.

The POST Council encourages public comment by including the telephone number and mailing address of the POST Council staff on all news releases and publications addressing accreditation.

#### **Responsibilities Regarding Agencies and the Local Media**

The POST Council provides assistance to and cooperates with agencies in their media efforts by providing audiovisual and printed materials to the agencies. The audiovisual and printed materials are used to generate support for agency accreditation, to brief agency staff, or to inform citizens and community groups.

#### **Confidentiality**

The POST Council observes a strict policy of confidentiality on all information received from an agency during all stages of the accreditation process. Assessment results are not released by the POST Council or POST Staff without the prior written consent of the agency's Chief Executive Officer. It is preferred that the agency's Chief Executive Officer field all media inquiries concerning the agency's accreditation process.

#### **Correspondence**

Original copies of all correspondence are maintained in the POST Council's agency accreditation file. Copies of all correspondence pertaining to an agency are provided to the agency's Chief Executive Officer upon written request. Complaints about an agency received from a third party should be in writing and must pertain to the agency's compliance with applicable Standards or its participation in the accreditation program. An agency may respond to third party complaints if appropriate. Any response will be placed in the agency's file at the POST Council office, and copy will be sent to the complainant.

## **Notice Announcing On-site Assessment and Inviting Public and Employee Comment**

The POST Council requires candidate agencies to post notices for the general public and agency employees within 3 weeks of the scheduled arrival date for the assessment team. The assessment notice will provide for the public and agency employees to comment on the agency's compliance with POST Council accreditation Standards. The notice will provide an explanation of the purpose and scope of the on-site assessment and will inform the general public and employees how they may contact POST-C Staff either by mail

Police Officer Standards and Training Council  
Accreditation Division  
285 Preston Avenue  
Meriden, Connecticut 06450

Via phone or fax;

Phone 203-427-2602  
Fax at 203-238-6643

OR

Email at;

[Accreditation.Compliance@ct.gov](mailto:Accreditation.Compliance@ct.gov)

The POST Council encourages the agency to send copies of the notice to its personnel, civic groups, and community leaders as well as posting the notice in prominent places. A sample copy of the notice is found in Appendix E.

## **News Release Announcing On-site Assessment**

Prior to the on-site assessment, the POST Council requires each agency to announce to the public through the news media that it is seeking accreditation or re-accreditation and that public comment is invited. The news release should be released at least three weeks in advance of the on-site assessment. The news release should be distributed to the local media in the agency's community. In lieu of a news release, the agency may place a public notice in the print media its community generally uses for such notices, announcing the on-site assessment and inviting public comment. The notice is to include the means by which the public can comment as mentioned above. A sample Copy of the news release is found in Appendix F.

## VI

### ASSESSOR DUTIES AND RESPONSIBILITIES

#### POST COUNCIL POLICIES PERTAINING TO THE PROCESS

At the outset, assessors should note three POST Council policies pertaining to the accreditation process:

- The POST Council's relations with all agencies will be non-adversarial. The POST-C Staff will be responsive to inquiries posed by agencies interested in the process.
- The POST Council does offer orientation, guidance, interpretations of Standards, technical assistance, and training for accreditation managers and other agency employees in the accreditation process.
- The POST Council recognizes the importance of assigning highly motivated, well trained, professional assessors to conduct on-site assessments. The feedback provided by POST Council assessors in the field will carry significant weight in making decisions about the accreditation process.

#### HOW TO VERIFY COMPLIANCE

Gaining compliance with an applicable Standard is accomplished in the manner the agency chooses. The agency should then prove this by **establishing proofs-of-compliance**, verification that the agency fully complies with the letter and spirit of each applicable Standard. Assessors should note three "compliance caveats":

- If the agency has difficulty in interpreting a Standard, the criteria used to interpret the Standard should be a **strict, literal** interpretation
- The commentary is designed to explain or expand upon the Standard or to provide guidance with regard to compliance. The thoughts and ideas expressed in the commentary are **not binding** on the agency
- Assessors must remain entirely objective. This may require them to verify compliance with a Standard even if they disagree with "how" the agency achieved compliance
- Assessors must avoid adding to any perception that their home agency has the best or the only solution concerning "how" to comply with a particular Standard

Assessors are assigned individual chapters to review during each on-site by the assessment team leader. Each Standard must be reviewed, including Standards declared by the agency as not applicable, with each Standard's status being verified by an assessor on the appropriate forms.



Assessors will note on POST Council forms what materials were reviewed, documenting any adjustments, additions, corrections, or remedial actions taken by the agency. A decision to hold an agency in non-compliance **must always** be a team decision. There must be a consensus of the team that a particular Standard is not complied with by the agency before any substantial discussion with the agency occurs. Moreover, a non-compliance decision must always be accompanied with specific instructions to the candidate agency concerning what the agency must do before the team will verify compliance.

## **THE FOUR “PROOFS” OF COMPLIANCE**

Agencies develop proofs-of-compliance and place such documentation in a master file (a series of individual file folders, one for each Standard) to facilitate compliance verification by the assessors. When conducting that activity, the agency reviews each Standard for which compliance is necessary, documenting how the agency meets each requirement of the Standard. Proofs-of-compliance fall into one or more of the following four categories;

### **Written Directives**

This proof-of-compliance category includes written directives as defined in the Standards Manual glossary: *“Any written document used to guide or affect the performance or conduct of agency employees. The term includes policies, procedures, rules and regulations, general orders, special orders, memorandums, and instructional material.”* The objective of a written directive Standard is to require written guidance to ensure ongoing compliance with the Standard. The form of the guidance can be what the agency has determined best fits its written directive system. Assessors are encouraged to check beyond the mere existence of a written directive, particularly when the directive lends itself to other documentation or information which can be verified through an interview or observation.

### **Written Documentation**

This proof-of-compliance category includes other kinds of written documentation, such as completed reports, logs, records, files, goals and objectives, budget documents, inspection reports, and evaluations. These documents may serve as a primary proof-of-compliance, such as when a Standard calls for written goals and objectives, or may be included as additional or secondary proofs-of-compliance in the file folders of Standards containing written directive requirements.

### **Interviews**

Interviews are rarely used as a sole proof-of-compliance. Most Standards require written directives or lend themselves to some form of documentation. Interviews will be listed on the ISSR to supplement other proofs. During the on-site assessment the assessors will keep a list of persons to be interviewed, based on file review. Whether or

not the agency lists interviews on the ISSR, assessors should conduct as many interviews as possible to help verify compliance with applicable Standards.

## **Observations**

Some Standards are pre-designated as **OBSERVATION** Standards. These have a statement that reads; “**Compliance may be OBSERVED.**” These files will have no documentation in the ISSR file. The assessor need only observe the condition verifying same on the ISSR. If the Standard is not in the “observation only” category, the observation section of the ISSR is used to supplement other proofs by identifying a particular facility, condition, activity, or object that lends itself to observation. For example, if the Standard requires a written directive governing the frequency and procedures for roll call. An assessor may choose to attend a roll call to verify it is conducted in accordance with the directive.

## **EXCEPTIONAL STANDARDS**

Assessors should be aware that agencies are not required to comply with (1) not applicable Standards because the agency does not perform the function, (2) mandatory Standards with which the agency is prohibited from complying and with which the POST Council has agreed to waive compliance.

## **BASIC DUTIES AND RESPONSIBILITIES OF ASSESSORS**

In addition to their on-site assessment tasks, assessors and team leaders have two other responsibilities; one is the responsibility to the POST Council, and the second is a responsibility to the law enforcement community. Assessors are the on-site representatives of the POST Council to the agency seeking accreditation or re-accreditation, and to the employees of the agency.

Assessors are expected to exemplify the highest levels of professionalism in law enforcement at all times. Assessors must maintain a high level of objectivity, remain non-adversarial, and non-threatening. Assessors are reminded they are bound by POST Council policies and procedures as found in this manual and elsewhere.

Assessors are responsible to notify POST Council staff whenever their status changes. New ranks, titles, phone number and addresses are to be updated as soon as possible. Assessors also must submit all reports and other forms in a timely manner.

## **ASSESSING AGENCY COMPLIANCE WITH APPLICABLE STANDARDS**

Assessors determine whether an agency is complying with the requisite number of applicable Standards through its written documentation of policies and procedures, its practical application of written policies and procedures in everyday operations, and its reputation in the eyes of its employees and the public. Non-compliance with Standards must be carefully described and recorded, Standard by Standard.

## **VERIFYING NON-COMPLIANCE WITH STANDARDS**

An agency may legitimately remain in non-compliance with a Standard because of agency functional responsibility or the POST Council has granted a waiver. These Standards are referred to as “exceptional” Standards. Assessors must examine exceptional Standards and confirm them as such. Also, assessors must verify that the conditions supporting any existing POST Council waiver of compliance with applicable Standards do in fact exist. Applicable Standards determined by the assessors to be in non-compliance are documented.

## **CHANGING THE STATUS OF STANDARDS**

Assessors are authorized to use applied discretion when verifying compliance or determining the status of each Standard for an agency. For example, during the on-site, assessors may discover that the status of a Standard must be changed. This may occur when the assessor determines any of the following;

- Not applicable Standards are, in fact, applicable
- Applicable Standards are, in fact, not applicable
- Conditions supporting a waiver no longer exist and the agency is found in compliance or non-compliance

## **IDENTIFYING EXEMPLARY POLICIES, PROJECTS, AND ACTIVITIES**

During the on-site assessment, assessors are encouraged to identify exemplary policies, projects, and activities of the candidate agency. Determination of what is exemplary is frequently a subjective judgment. Assessors are under no obligation to find or develop such material. If, however, assessors are genuinely impressed by discoveries on-site, they should provide a detailed description of the program and an agency contact for later follow-up. This information may be useful in the development of new or amended Standards or in the dissemination of ideas to other agencies. An exemplary project is a unique or extraordinary program, practice, or procedure that enhances some aspect of law enforcement professionalism, or service, or those that impact positively on the community. Exemplary projects are voluntary and do not have to address specific POST Council accreditation Standards. The lack of exemplary projects does not affect the agency's ability to become accredited nor does it suggest the agency is somehow deficient.

At the time of assessment or re-assessment an agency will receive forms regarding possible Exemplary Projects. The agency is requested to provide information to POST-C Staff before the on-site so the assessment team leader can review the project. During the on-site a comprehensive review of the exemplary project will be completed by the assessment team and detailed information will be included in the final report. Accredited agencies with exemplary projects can submit them to the POST-C Staff for review at any time, even if they are not having an on-site in the near future.

The description of the program should be concise, yet comprehensive. Submitting agencies should consider, when appropriate, the following factors in their description;

Statement of problem

Identify target group or problem

Goals and objectives

Methods of implementation

Measurements (if any)

Length of time in effect

Resources committed or necessary

A summary of impact or success

Enough detailed information to provide the reader with a good understanding of the policy, project, or activity

Suggestions for improvements or problems to avoid

## **FINAL REPORT OF ON-SITE FINDINGS**

The assessment team's final responsibility is the submission of a comprehensive final report which is prepared by the team leader. The assessor's role in developing information for the final report is to serve as the POST Council's "eyes and ears" while in the field, reporting their findings in a manner that allows the POST Council to make informed decisions regarding accreditation. Therefore, the report should focus on the agency's ability to comply with applicable Standards. Judgments about agency performance must always be measured with the Standards as the benchmark. The starting point for a good final report is clear, concise notes taken by each assessor on POST Council forms describing any adjustments made to Standard files during the on-site. The team leader will collect these notes and worksheets at the conclusion of the on-site to complete the final report.

If the assessors conclude that the agency has met all necessary requirements, the team's report is forwarded to the POST Council's Accreditation Committee for review and if approved the agency is scheduled for a POST Council meeting to be awarded accredited status.

If the report indicates that the agency remains out of compliance with one or more of the required number of applicable Standards at the conclusion of the on-site, a complete description of each instance of non-compliance along with a list of remedial actions, if

known, should be included in the final report. Also included in the report when non-compliance is found are suggestions for the type of follow up review anticipated; document review only (by mail) or document and or activity review (revisit). Addendum reports will be completed and submitted when directed by POST-C Staff.

## **EVAULATION OF STANDARDS AND THE ACCREDITATION PROCESS**

Assessors are “field testing” the Standards and the accreditation process during **every assessment**. Assessors are expected to submit an evaluation of the accreditation process, with emphasis on those parts of the process or specific Standards that caused problems or could pose problems on future assessments.

## **DUTIES AND RESPONSIBLIITIES OF TEAM LEADERS**

For every accreditation on-site assessment, the POST-C Staff designates one assessor as the lead assessor, or team leader. The team leader has several duties and responsibilities over and above deciding whether an agency is in compliance with applicable Standards. Team leaders play a central role in the conduct of an assessment. The team leader is a working member while, at the same time, providing leadership to the team, in the division of assignments, training first time assessors, and engaging in problem solving. It is also the team leader’s responsibility to insure that non-compliance issues reach a consensus before any interaction with the agency.

The team leader is the primary contact with the POST-C Staff, if the need arises, and is expected to be well versed in the POST Council accreditation policies, procedure, and practices. The team leader is to assure that all assignments are completed and all reports are submitted. Additionally, the team leader is to evaluate the performance of the assessors and conduct a critique of the entire assessment process.

## **AUTHORITY AND DISCRETION OF THE ASSESSORS**

Assessors are expected to apply their law enforcement knowledge and experience, together with POST Council training and reference materials, when making compliance decisions. The POST Council expects assessors to make every reasonable attempt during the on-site assessment to verify compliance conclusively. Care must be taken by the assessors when dealing with the candidate agency to avoid giving the impression that compliance can be gained through a favorable comparison with the assessor’s own agency or experience. **The Standards themselves will be the only benchmark used for comparison.**

It is equally important when dealing with the candidate agency that references to commentary language by an assessor be phrased in a manner emphasizing the commentary as only one method of compliance, or as a prompt or guide. Failure to emphasize this can result in the agency claiming that the assessor was making the commentaries “binding”. The method of compliance remains a prerogative of the candidate agency.

The careful review of written documentation and the conduct of on-site interviews and observations by assessors are important to the integrity of the assessment Process. In this regard, the assessment team must carefully and continuously evaluate the amount of remaining on-site work in relation to the time available. The available time should guide assessors but not adversely affect the outcome of the documentation and verification activities. As time permits, interaction with the agency through interviews, observations, and a ride-along is recommended.

Assessors are required to examine every Standard and complete all planned activities during the allotted on-site times. If available time appears to be insufficient to permit completion of necessary planned activities, the team leader must contact POST-C Staff immediately for instructions.

Assessor discretion is exercised in two principal ways. First, assessors apply their knowledge and experience in determining an agency's compliance with a Standard on the basis of available documentation, interview, or observations. Second, assessors are free to go beyond proofs that are readily available and probe other evidence of compliance. Assessors are cautioned, however, that the agency is to be assessed only on the basis of the Standards as contained in the Standards Manual. If assessors disagree with the agency's method of complying with any given Standard, they must suspend their personal differences in favor of a straightforward, literal interpretation of the requirement or requirements of the Standards.

## **AVOIDING CONFLICT OF INTEREST**

Before assessors are sent to an on-site, POST-C Staff will minimize the chance that a conflict of interest, real or apparent, will arise. First, assessors are asked to identify any potential conflict of with the agency they have been invited to assess. Second, the POST-C Staff notifies the agency, in advance, of the identity of the team leader and assessors but withholds final assignment until the agency has determined whether potential conflicts exist. The integrity of the on-site assessment is critical. Both the agency and assessors must be alert to any possible conflict of interest that might adversely influence a fair, unbiased assessment. POST-C Staff must be advised as soon as possible of potential conflicts of interest.

Once on-site, assessors are expected to conduct themselves in a professional manner. Excessive fraternization between assessors and candidate agency personnel should be avoided. Assessors are expected to be cordial to agency staff while maintaining the detachment necessary for an unbiased assessment. Agencies should be thanked for any hospitality afforded the assessors. Good judgment and common sense must prevail at all times during the on-site assessment. The agency is given the opportunity to critique the entire accreditation process including assessor relations upon the conclusion of the on-site assessment.

## **MAINTAINING CONFIDENTIALITY**

All information obtained on-site (whether or not included in the report should be held in confidence and only discussed with other team members, POST-C Staff, or POST Council members. Agencies involved in accreditation have close networks and it is common to discuss the results of recent on-site assessments during accreditation coalition meetings. Assessors involved in any such discussion should limit their disclosure accordingly, using caution to avoid breaching confidentiality. Any breach of confidentiality usually will become widely known through accreditation circles very rapidly. Assessors remain bound by the policy of confidentiality before, during, and after the on-site assessment.

## **SECTION VII**

### **ASSESSOR SELECTION AND ASSIGNMENT**

#### **ASSESSOR SELECTION PROCESS**

POST Council assessors are voluntary; therefore Chiefs are encouraged to allow interested staff to attend training to become assessors. Since the accreditation process is currently provided at no cost to agencies, it is imperative that sufficient numbers of interested persons become assessors. To be considered as an assessor, a candidate must attend training conducted by POST-C Staff. Assessor training will be conducted periodically at the POST Academy. Once training has been accomplished, the candidate may be assigned to conduct an on-site. The assignments are based on agency size, and location of the agency, to reduce travel time, avoid conflicts, and increase assessor experience.

Assessors selected for an on-site assignment will be notified by telephone or email and asked to make a commitment for the on-site dates as soon as possible. Delays committing to the assignment may cause the assessor to be passed over. Once committed to an on-site assignment, assessors should give as much advance notice as possible to POST-C Staff if there is a subsequent conflict or emergency that may affect this assignment.

#### **PRE-ASSESSMENT MAILINGS**

There will be correspondence from the POST-C Staff to the assessors prior to each on-site. The ; correspondence will contain a letter confirming the assignment of the assessor to the onsite, in the case of a re-accreditation of a Tier or an on-site of a new Tier, and the final report from the previous on-site.

#### **TEAM LEADER CONFERENCE**

POST-C Staff will contact each team leader prior to the on-site assessment to discuss preparations for the assessment. Agency specific information and other relevant information will be discussed. Establishment of a deadline for the receipt of the final report will be set. The team leader will then establish contact with the candidate agency and other members of the assessment team to begin the preparatory stages of the assessment.



# **APPENDIX**

## **A**



## STATE OF CONNECTICUT LAW ENFORCEMENT ACCREDITATION PROGRAM APPLICATION

### **PART I AGENCY INFORMATION**

Agency Name: \_\_\_\_\_

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

**Agency's Chief Executive Officer:** \_\_\_\_\_

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

E-mail: \_\_\_\_\_ Fax: \_\_\_\_\_

**Agency's Accreditation Manager:** \_\_\_\_\_

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

E-mail: \_\_\_\_\_ Fax: \_\_\_\_\_

### **PART II AGENCY DEMOGRAPHICS**

Agency type (Check one):

\_\_\_ Municipal \_\_\_ State \_\_\_ College/University \_\_\_ Other (Specify) \_\_\_\_\_

Number of Sworn Members: \_\_\_\_\_ Number of Civilians: \_\_\_\_\_

\_\_\_ Power DMS \_\_\_ Paper files \_\_\_ State Electronic Tier (Circle): I II III

The commitment our agency must make in working with POST-C toward state accreditation is understood and accepted. We agree to provide all required documentation concerning our agency to POST-C. It is also understood that our agency is entering into a non-adversarial working relationship with POST-C and that our agency may withdraw from the accreditation process at any time providing POST-C Staff written notice. While there is no formal timetable for completion, agencies are encouraged to set a timetable for completion (Normally 18 months).

### **FOR THE AGENCY:**

By: \_\_\_\_\_  
(Chief Executive Officer's Signature) (Title)

\_\_\_\_\_  
(Name - printed/typed) (Date)

# **APPENDIX**

## **B**



(On agency letterhead)  
**PUBLIC NOTICE**

(Date)

The (name of agency) is scheduled for an on-site assessment as part of a program to achieve Tier (number) (accreditation or re-accreditation) by verifying it continues to meet professional standards.

Administered by the Police Officer Standards and Training Council, the state accreditation program requires agencies to comply with state of the art standards.

As part of the on-site assessment, agency employees and members of the community are invited to offer comments. Comments can be mailed to William Tanner, POSTC Accreditation Division at 285 Preston Ave. Meriden, Connecticut 06450, by telephone at 203-427-2602, by fax at 203-238-6643 or by email [Accreditation.Compliance@po.state.ct.us](mailto:Accreditation.Compliance@po.state.ct.us). Please enter the name of the agency in the subject line of the email.

A copy of the standards is available at the (name of agency and address). Local contact is (accreditation manager), (their phone number).

# **APPENDIX**

## **C**



## Sample Press Release

To be typed on agency letterhead

For Immediate Release

### Agency Invites Public Comment on State Accreditation Efforts

A team of assessors from the Police Officers Standards and Training Council will arrive on (date), to examine the (name of department) policy and procedures as they relate to Tier (number), I Liability, II Professional, and III General Management of the state accreditation Standards.

Verification by the team that the (name of department) meets the POST Councils state of the art accreditation Standards is part of a voluntary process to gain accreditation—a highly prized recognition of law enforcement professional excellence.

As part of the on-site assessment, agency employees and members of the community are invited to offer comments. Comments can be mailed to William Tanner, POSTC Accreditation Division at 285 Preston Ave. Meriden, Connecticut 06450, by telephone at 203-427-2602, by fax at 203-238-6643 or by email [Accreditation.Compliance@po.state.ct.us](mailto:Accreditation.Compliance@po.state.ct.us). Please enter the name of the agency in the subject line of the email.

A copy of the state accreditation standards is available at the (Agency name and address). Local contact is (name of accreditation manager and phone number).

The accreditation manager for the (name of agency) is (name of accreditation manager). The assessment team is composed of law enforcement practitioners from the Connecticut law enforcement community. The assessors will review written materials; interview individuals; and visit offices and other places where compliance can be witnessed.

Once the POST Council accreditation assessors complete their review of the agency, they report back to the POST Council Accreditation committee who will recommend to the POST Council if the agency is to be accredited or re-accredited. Accreditation is for three years, during which time the agency must submit annual reports attesting continued compliance with those standards under which they were initially accredited or re-accredited.

For more information regarding the POST Council accreditation program you may write to William Tanner, State Accreditation Program Manager, 285 Preston Ave. Meriden, Connecticut 06450, by telephone at 203-427-2602, by fax at 203-238-6643 or visit the Police Officer Standards and Training Council / Accreditation Division website at <http://www.ct.gov/post>

# **APPENDIX**

## **D**

## Connecticut Specific Standards

**1.5.11 (1.2.36)** *A written directive establishes procedures to be followed in the event a wrongful arrest is determined to have been made by the agency.*

**Commentary:** If it is determined that agency personnel have effected a wrongful arrest, procedures should be in place to notify the chief executive officer and initiate a review of the incident and contact with the agency's legal counsel, the arrested person, and prosecutor's office, if appropriate. Prompt corrective action by the agency will limit the agency's liability.

**1.5.12 (1.2.37)** *The agency has a written policy distributed to all sworn personnel concerning:*

- a Blood borne pathogens;*
- b Airborne pathogens; and*
- c The availability of hepatitis vaccinations and tuberculosis testing.*

**Commentary:** In addition to meeting Occupational Health and Safety Administration (OSHA) requirements, addressing these issues in writing will protect employee safety and help to avoid labor disputes. The directives should provide employees with accurate information concerning on-the-job risks, state required precautions, define a significant exposure, and establish clear exposure procedures.

**1.5.13 (1.2.38)** *A written directive provided to all personnel:*

- a Establishes the confidentiality of AIDS and HIV-related information; and*
- b Describes procedures for legally requiring an individual to disclose such information after a line-of-duty exposure.*

**Commentary:** C.G.S.19a-581, 19a-583, 19a-585, and 19a-588 establish the strict confidentiality of information relating to the AIDS virus and grants individuals the right to sue for damages caused by disclosure of such information. In addition, statute requires that all officers be informed of the procedures which may be followed to require an individual to disclose such information or undergo an AIDS test following a line-of-duty exposure. The statute may serve as the written directive; however, it is desirable that the agency clarify procedural requirements such as never transmitting information concerning an individual's AIDS/HIV status over radio channels and redacting such information from any reports issued to the public or press.

**1.7.12 (1.3.61)** *A written directive establishes a policy concerning response to sexual assault in compliance with state statute.*



**Commentary:** The directive should include the statement that sexual assault victims' names shall not be released to the public or press.

**1.7.13 (1.3.62)** *A written directive establishes a family violence policy in compliance with C.G.S. 46b-38b.*

**Commentary: Refer to State Model Policy.**

**1.7.14 (1.3.65)** *A written directive establishes procedures for investigating and an internal review of crashes involving agency vehicles as well as vehicles from other law enforcement agencies to include at a minimum;*

- a. Establish individual/position responsible for conducting the investigation;*
- b. The required components of the investigation; and*
- c. Procedures for review to ensure completeness and impartiality.*

**Commentary:** It is imperative the agency avoid any appearance of impropriety when investigating accidents involving law enforcement vehicles and personnel. As the incident is likely to receive a heightened level of public scrutiny, the directive should also clearly establish the relationship between the agency and other law enforcement agencies who may wish to conduct their own investigation.

**1.8.4 (1.2.9)** *A written directive establishes maximum continuous hours of work and maximum hours of work within a designated period for all personnel, sworn and non-sworn.*

**Commentary:** Performance of law enforcement duties can require strenuous physical and mental capabilities and the exercise of judgment which may be impaired by extreme fatigue. A written policy establishing maximum continuous hours of work and maximum hours of work in a 24-hour period (including regular duty, overtime, and extra duty) protects the agency, its employees, and the public. The maximum hours and the period of time established as a parameter should be set by the agency based on its past experience and scheduling policies.

**1.13.4 (1.2.19)** *If the agency provides medical response or are designated as first responders, officers are appropriately trained.*

**Commentary:** None.

**2.4.11 (New)** *Regarding Deadly Use-of-Force incidents, the agency has a written directive which establishes procedures for what types of information will be released, when, and in which situations, in an effort to maintain transparency.*

**Commentary:** The written directive might also include procedures on the release of a summary statement regarding the circumstances of the incident as soon as possible following the incident. The intent of this Standard is to require sharing as

much information as possible without compromising the integrity of the investigation or anyone's rights. **Refer to the FOIA.**

**2.4.12 (New)** *A written directive governs the on-duty and off-duty use of social media by agency personnel and, at a minimum, written guidelines of prohibited content.*

**Commentary:** Social media has a role in the personal lives of most department personnel and can have bearing on an employee's official capacity. As such, the directive might provide information of a precautionary nature as well as prohibitions on the use of social media by department personnel. However, the misuse of social media can be devastating to the reputation and credibility of individual employees, as well as to the effectiveness of their agency. The intent of this Standard is not to prohibit the use of social media, but to ensure that written guidelines exist so that employees and agency use of social media is consistent with the agency's mission. Prohibited content might include, but is not limited to; agency-sensitive information, (i.e.: investigations, future plans, undercover officers, training classes) and information which has the effect of damaging the agency's reputation or credibility, or is detrimental to the agency's mission and/or reputation.

**2.4.13 (New)** *A written directive governs the official agency use of social media that is consistent with current and applicable Statutes. The written directive shall include permitted and prohibited uses to include;*

- a. The position(s) person(s) permitted to release/post information; and*
- b. The information which is allowable to release/post.*

**Commentary:** For the purpose of this Standard Social Media refers to all electronic outlets an agency might employ (e.g. website, Facebook, Twitter etc.). Law enforcement's use of social media can enhance the effectiveness of an agency's daily operations. Social media can be utilized as an investigative tool, a means of community outreach, and as part of recruitment efforts, and maintain transparency. The intent of this Standard is to ensure that written guidelines exist so that agency use of social media is consistent with the agency's mission. The agency might want to address the removal of obsolete information.

**2.5.21 (New)** *The agency creates opportunities in schools and communities for positive, non-enforcement interactions with police.*

**Commentary:** This Standard can be satisfied in a number of ways such as; hosting an open house, through a School Resource Officer's non-enforcement activities, Explorer programs, and Random Acts of Kindness events among others. The Agency might also publicize the beneficial outcomes and images of positive, trust-building partnerships and initiatives in an effort to foster deeper relationships with the community. Images posted to the agency's website, social media account, and news stories about such events would satisfy this Standard.

**3.4.20 (New)** *Policies on use-of-force should also require the collection, maintenance, and reporting of data to the Federal Government on all officer-involved shootings, whether fatal or nonfatal, as well as any in-custody death.*

**Commentary:** In-custody deaths are not only deaths in a prison or jail but also deaths that occur in the process of an arrest. The Bureau of Justice Statistics (BJS) implemented the Arrest Related Deaths data collection in 2003 as part of requirements set forth in the Deaths in Custody Reporting Act of 2000 and reenacted in 2014, but this is a voluntary reporting program. Access to this data is important to gain a national picture of police use of force as well as to incentivize the systematic and transparent collection and analysis of use-of-force incident data at the local level. The reported data should include information on the circumstances of the use-of-force, as well as the race, gender, and age of the decedents. Data should be reported to the U.S. Department of Justice through the FBI's Uniform Crime Reporting System.

**3.4.21 (New)** *The agency has a written directive detailing best practices for technology-based community engagement that increases community trust and access.*

**Commentary:** These practices should at a minimum increase transparency and accessibility, provide access to information (crime statistics, current calls for service), allow for public posting of policy and procedures, and enable access and usage for persons with disabilities. They should also address issues surrounding the use of new and social media, encouraging the use of social media as a means of community interaction and relationship building, which can result in stronger law enforcement. In order to engage the community, social media must be responsive and current. False or incorrect statements made via social media, mainstream media, and other means of technology deeply harm trust and legitimacy and can only be overcome with targeted and continuing community engagement and repeated positive interaction. Agencies should also develop policies and practices on social media use that consider individual officer expression, professional representation, truthful communication, and other concerns that can impact trust and legitimacy.

**The following nine (9) Standards shall only apply to agencies when either of the following conditions exists: 1) The Holding Facility is constructed for multiple occupants of a holding cell, or 2) the agency routinely houses multiple detainees in a single holding cell. While there is no current mandate to do so, any agency may elect to comply with these Standards.**

**1.3.18 (New)** *A written directive requires zero tolerance of sexual abuse and sexual harassment of detainees and includes at a minimum;*

- a. A statement requiring zero tolerance toward all forms of sexual abuse and sexual harassment;*
- b. Outlines the agency's approach to preventing, detecting, and responding to such conduct; and*

- c. *Designates a command-level position with the authority to develop, implement, and oversee such policy.*

**Commentary:** The designated authority should have sufficient time and authority to develop, implement, and oversee agency efforts to comply with this Standard in its lockup(s).

**1.3.19 (New)** *If the agency is responsible for investigating allegations of sexual abuse in its Holding Facility, the agency shall at a minimum;*

- a. *Follow a uniform evidence protocol that maximizes the potential for obtaining usable physical evidence for administrative proceedings and criminal prosecutions;*
- b. *The protocol shall be developmentally appropriate for youth where applicable, and, as appropriate;*
- c. *Offer all victims of sexual abuse access to forensic medical examinations whether on-site or at an outside facility, without financial cost, where evidentiary or medically appropriate. Such examinations shall be performed by Sexual Assault Forensic Examiners (SAFEs) or Sexual Assault Nurse Examiners (SANEs) where possible. If SAFEs or SANEs cannot be made available, the examination can be performed by other qualified medical practitioners. The agency shall document its efforts to provide SAFEs or SANEs; and*
- d. *The detainee shall be permitted to use victim advocacy services to the extent available, consistent with security needs.*

**Commentary:** With regards to “a uniform evidence protocol that maximizes the potential for obtaining usable physical evidence for administrative proceedings and criminal prosecutions,” refer to the U.S. Department of Justice’s Office on Violence Against Women publication, “*A National Protocol for Sexual Assault Medical Forensic Examinations, Adults/Adolescents,*” or similarly comprehensive and authoritative protocols developed after 2011.

**1.3.20 (New)** *A written directive specifies the training all employees who might have contact with detainees receive allowing them to be able to fulfill their responsibilities under agency sexual abuse prevention, detection, and response policies and procedures, including at a minimum;*

- a. *The agency’s zero-tolerance policy and detainees’ right to be free from sexual abuse and sexual harassment;*
- b. *The dynamics of sexual abuse and harassment in confinement settings, including which detainees are most vulnerable in lockup settings;*
- c. *The right of detainees and employees to be free from retaliation for reporting sexual abuse or harassment;*
- d. *How to detect and respond to signs of threatened and actual abuse;*
- e. *How to communicate effectively and professionally with all detainees;*

- f. *How to comply with relevant laws related to mandatory reporting of sexual abuse to outside authorities;*
- g. *All current employees who might have contact with detainees shall be trained upon becoming responsible for detainees;*
- h. *All agency personnel shall receive annual refresher information to ensure that they know the agency's current sexual abuse and sexual harassment policies and procedures; and*
- i. *The agency shall document, through employee signature or electronic verification that employees understand the training/information they have received.*

**Commentary:** None.

**1.3.21 (New)** *A written directive establishes procedures of the following notifications concerning the agency's zero-tolerance policy toward sexual abuse and sexual harassment, at a minimum the Directive should mandate;*

- a. *Notifying all detainees of the agency's zero-tolerance policy regarding sexual abuse and sexual harassment at intake; and*
- b. *Contractors who work in the lockup are informed of the agency's zero-tolerance policy regarding sexual abuse and sexual harassment.*

**Commentary:** None.

**1.3.22 (New)** *A written directive establishes procedures for detainees to report sexual abuse and harassment to include at a minimum;*

- a. *Multiple ways for detainees to privately report sexual abuse and sexual harassment, retaliation by other detainees or staff for reporting sexual abuse and sexual harassment, and staff neglect or violation of responsibilities that may have contributed to such incidents;*
- b. *Inform detainees of at least one way to report abuse or harassment to a public or private entity or office that is not part of the agency, and that is able to receive and immediately forward detainee reports of sexual abuse and sexual harassment to agency officials, allowing the detainee to remain anonymous upon request;*
- c. *Require staff to accept reports made verbally, in writing, anonymously, and from third parties and promptly document all such reports; and*
- d. *Provide a method for staff to privately report sexual abuse and sexual harassment of detainees.*

**Commentary:** None.

**1.3.23 (New)** *A written directive requires agency staff reporting of detainee sexual abuse and/or harassment at a minimum;*

- a. *Require all staff to report immediately any knowledge, suspicion, or information regarding an incident of sexual abuse or sexual harassment that occurred in the agency's lockup;*
- b. *Retaliation against detainees or staff who reported such an incident; and any staff neglect or violation of responsibilities that might have contributed to an incident or retaliation;*
- c. *Requires staff not to reveal any information related to a sexual abuse report to anyone other than to the extent necessary to make treatment and investigation decisions;*
- d. *For victims under the age of 18 or considered a vulnerable adult under a State or local vulnerable persons statute, the agency shall report the allegation to the designated State or local services agency under applicable mandatory reporting laws; and*
- e. *The agency shall report all allegations of sexual abuse, including third-party and anonymous reports, to the agency's designated investigators.*

**Commentary:** None.

**1.3.24 (New)** *A written directive requires the actions to be taken by the first law enforcement staff member to respond to a reported detainee sexual abuse or sexual harassment to include at a minimum;*

- a. *Separate the alleged victim and abuser;*
- b. *Preserve and protect any crime scene until appropriate steps can be taken to collect any evidence;*
- c. *If the abuse occurred within a time period that still allows for the collection of physical evidence, request that the alleged victim not take any actions that could destroy physical evidence (washing, brushing teeth, changing clothes, urinating, defecating, smoking, drinking, or eating); and*
- d. *If the abuse occurred within a time period that still allows for the collection of physical evidence, ensure that the alleged abuser does not take any actions that could destroy physical evidence (washing, brushing teeth, changing clothes, urinating, defecating, smoking, drinking, or eating).*

**Commentary:** None.

**1.3.25 (New)** *A written directive establishes a policy to protect all detainees and staff who report sexual abuse or sexual harassment or cooperate with sexual abuse or sexual harassment investigations from retaliation by other detainees or staff, and shall designate which staff members are charged with monitoring retaliation. The written directive shall include procedures for, at a minimum;*

- a. *Removal of alleged staff or detainee abusers from contact with victims,*
- b. *Emotional support services for staff who fear retaliation for reporting sexual abuse or sexual harassment or for cooperating with investigations;*

- c. *Monitor the conduct and treatment of detainees or staff who have reported sexual abuse and of detainees who were reported to have suffered sexual abuse, and shall act promptly to remedy any such retaliation; and*
- d. *Take appropriate actions to protect any individual who expresses fear of retaliation for cooperating with an investigation of detainee sexual abuse or sexual harassment. An agency's obligation to monitor shall terminate if the agency determines that the allegation is unfounded.*

**Commentary:** None.

**1.3.26 (New)** *A written directive requires that detainee victims of sexual abuse in lockups shall receive timely, unimpeded access to emergency medical treatment. Such treatment services shall be provided to the victim without financial cost and regardless of whether the victim names the abuser or cooperates with any investigation arising out of the incident.*

**Commentary:** None.

# **APPENDIX**

## **E**





## **POLICE OFFICERS STANDARDS AND TRAINING COUNCIL**

### **STATE ACCREDITATION PROGRAM**

#### **ANNUAL COMPLIANCE REPORT FOR STATE ACCREDITED AGENCIES**

All Law Enforcement Agencies accredited under the Police Officers Standards and Training Council accreditation program are required to file an annual report regarding their continued compliance with accreditation standards. The Police Officers Standards and Training Council therefore requests that the agency answer the following questions and return this form no later than the anniversary date of the agencies accreditation.

AGENCY NAME: \_\_\_\_\_

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

Telephone: (     ) \_\_\_\_\_ Fax: (     ) \_\_\_\_\_

Date of Accreditation: \_\_\_\_\_

Date of this report: \_\_\_\_\_

1. Has the agency remained in compliance with all applicable Tier (Circle one) I    II    III Standards throughout the preceding twelve months?

Yes: \_\_\_\_\_ No: \_\_\_\_\_

If no, please provide the following information for each standard that the agency did not consistently stay in compliance:

- a. Standard number;
- b. Reason(s) for the noncompliance;
- c. Whether or not the agency currently is in compliance;
- d. The length of time the agency was not in compliance; and
- e. A plan and timetable for re-establishing compliance if the agency has not already done so.

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2. During the past twelve months, have there been any significant developments that have had or are likely to have a substantial impact on the way in which your agency implements accreditation Standards?

Yes: \_\_\_\_\_ No: \_\_\_\_\_

If yes, please explain: \_\_\_\_\_

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3. During the past twelve months, has the agency substantially revised the policies and procedures used to implement any of the accreditation Standards?

Yes: \_\_\_\_\_ No: \_\_\_\_\_

If yes, attach a copy of the new policies and procedures.

4. During the past twelve months, has the agency initiated any new services or assumed new responsibilities that fall within the scope of the Standards, which were previously considered to be not applicable.

Yes: \_\_\_\_\_ No: \_\_\_\_\_

If yes, describe and indicate whether or not the agency has developed policies and procedures to implement the Standard(s) in question \_\_\_\_\_

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5. Has the Chief Executive Officer changed in the past twelve months?

Yes: \_\_\_\_\_ No: \_\_\_\_\_

If yes, name of new CEO and date appointed: Date: \_\_\_\_\_

Name: \_\_\_\_\_ Telephone: (     ) \_\_\_\_\_

Email: \_\_\_\_\_ Fax: (     ) \_\_\_\_\_

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6. Has a new accreditation manager changed in the past twelve months?

Yes: \_\_\_\_\_ No: \_\_\_\_\_

If yes, name of new accreditation manager and date appointed:

Name: \_\_\_\_\_ Telephone: (     ) \_\_\_\_\_

Email: \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_

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**CHIEF EXECUTIVE OFFICER CERTIFICATION:** I hereby certify that this agency continues to comply with all applicable standards except as may be indicated above.

Signature of Chief Executive Officer: \_\_\_\_\_

Printed name of Chief Executive Officer: \_\_\_\_\_

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

E-Mail: \_\_\_\_\_

Prepared by: \_\_\_\_\_

Title: \_\_\_\_\_ Telephone: (     ) \_\_\_\_\_

**Please return this form and all supporting documentation to:**

William E. Tanner, III  
Field Program Consultant  
POSTC Accreditation Division  
285 Preston Ave.  
Meriden, Ct. 06450-4891

OR

Email: [William.tanner@ct.gov](mailto:William.tanner@ct.gov)

# **APPENDIX**

## **F**



## **POLICE OFFICERS STANDARDS AND TRAINING COUNCIL**

### **STATE ACCREDITATION PROGRAM**

#### **ANNUAL COMPLIANCE REPORT FOR CALEA ACCREDITED AGENCIES**

All Law Enforcement Agencies accredited under the Police Officers Standards and Training Council accreditation program are required to file an annual report regarding their continued compliance with accreditation standards. The Police Officers Standards and Training Council therefore requests that the agency answer the following questions and return this form no later than the anniversary date of the agencies accreditation.

AGENCY NAME: \_\_\_\_\_

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

Telephone: (    ) \_\_\_\_\_ Fax: (    ) \_\_\_\_\_

Date of CALEA Accreditation: \_\_\_\_\_

Date of this report: \_\_\_\_\_

1. Has the agency remained in compliance with all applicable CALEA and Connecticut Only standards throughout the preceding twelve months?

Yes: \_\_\_\_\_ No: \_\_\_\_\_

If no, please provide the following information for each standard that the agency did not consistently stay in compliance:

- a. Standard number;
- b. Reason(s) for the noncompliance;
- c. Whether or not the agency currently is in compliance;
- d. The length of time the agency was not in compliance; and
- e. A plan and timetable for re-establishing compliance if the agency has not already done so.

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2. Has the Chief Executive Officer changed in the past twelve months?

Yes: \_\_\_\_\_ No: \_\_\_\_\_

If yes, name of new CEO and date appointed: \_\_\_\_\_

Name: \_\_\_\_\_ Telephone: (    ) \_\_\_\_\_

Email: \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_

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3. Has a new accreditation manager changed in the past twelve months?

Yes: \_\_\_\_\_ No: \_\_\_\_\_

If yes, name of new accreditation manager and date appointed: \_\_\_\_\_

Name: \_\_\_\_\_ Telephone: (    ) \_\_\_\_\_

Email: \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_

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**CHIEF EXECUTIVE OFFICER CERTIFICATION:** I hereby certify that this agency continues to comply with all applicable standards except as may be indicated above.

Signature of Chief Executive Officer: \_\_\_\_\_

Printed name of Chief Executive Officer: \_\_\_\_\_

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

E-Mail: \_\_\_\_\_

Prepared by: \_\_\_\_\_

Title: \_\_\_\_\_ Telephone: (    ) \_\_\_\_\_

**Please return this form and all supporting documentation to:**

William E. Tanner, III  
Field Program Consultant  
POSTC Accreditation Division  
285 Preston Ave.  
Meriden, Ct. 06450-4891

OR

Email: [william.tanner@ct.gov](mailto:william.tanner@ct.gov)

# **APPENDIX**

## **G**

**AGENCY CRITIQUE**  
**OF THE**  
**CONNECTICUT ACCREDITATION PROGRAM**



**To be completed by Agency's Chief Executive Officer  
Following Completion of the On-Site Assessment**

**Return to:**

**Police Officer Standards and Training Council  
285 Preston Avenue  
Meriden, Connecticut 06540-4891  
Attn: Accreditation Division**

**Phone: 203-427-2602  
Fax: 203-238-6643**



# CONFIDENTIAL

## Accreditation Process

1. If you had occasion to correspond with the POST Council Staff, did you find them to be consistently helpful?

1.1 Were POST Council Staff's responses pertinent to your requests?

1.2 Were POST Council Staff's responses timely?

2. Please describe problems you may have encountered with the time schedule for seeking accreditation.

3. Describe specific problems you encountered during the accreditation process.

### **Public Information Policy**

4. What is your evaluation of the POST Council's public information policy, as a whole?

### **Critique of the Assessment Team**

Please identify the assessment team members.

**Team Leader** \_\_\_\_\_

**Assessor 1** \_\_\_\_\_

**Assessor 2** \_\_\_\_\_

**Assessor 3** \_\_\_\_\_

Please complete the evaluation for a team, **as a whole**. Please note any exceptions to your general responses, positive or negative, and identify the assessor in question. **Please expand on any answer regardless of the category so we can fully understand your response.**

One of the following responses is to be circled for **each item** on the evaluation form.  
**Please answer all questions.**

**YES:** Circling "yes" means that the statement is characteristic of the team based upon observations made during the on-site visit.

**NO:** Circling "no" means that the statement is not characteristic of the team based upon observations made during the on-site visit.

**N/A:** Circling "N/A" means that the statement is not applicable; i.e. the particular situation did not exist or the evaluator was not present when that activity was taking place.

There is room below each question for elaboration of responses. Feel free to use additional paper if necessary.

5. The team demonstrated a thorough knowledge and understanding of the POST Council's policies and procedures.

**YES**

**NO**

**N/A**

6. The team demonstrated a thorough knowledge and understanding of the POST Council's Accreditation Standards.

**YES**

**NO**

**N/A**

7. The team demonstrated a thorough knowledge and understanding of the components of the POST Council's accreditation process relating to the on-site assessment.

**YES**

**NO**

**N/A**

8. The team demonstrated a thorough knowledge and understanding of the operations of a law enforcement agency of your size and function.

**YES**

**NO**

**N/A**

9. The team gave evidence of having prior knowledge of your agency prior to arriving on-site.

**YES**

**NO**

**N/A**

10. The team was courteous to all agency personnel.

**YES**

**NO**

**N/A**

11. The team conducted meetings with agency staff in a courteous and professional manner.

**YES**

**NO**

**N/A**

12. If additional information was requested, the team did so in a timely manner.

**YES**

**NO**

**N/A**

13. The team gave appropriate attention to all facets of the on-site assessment.

**YES**

**NO**

**N/A**

14. The team demonstrated a freedom from bias in its conduct of activities.

**YES**

**NO**

**N/A**

15. The team made comments and suggestions that were reasonable, realistic, and constructive.

**YES**

**NO**

**N/A**

16. The team contributed to an open, honest, and constructive atmosphere during discussion sessions with agency staff.

**YES**

**NO**

**N/A**

## **On-site Visit**

17. Were you notified of the assessment team's on-site schedule in sufficient time to:

17.1 Assemble the compliance documentation?

**YES**

**NO**

**N/A**

17.2 Arrange schedules for agency personnel to be available to the assessors?

**YES**

**NO**

**N/A**

17.3 Arrange for availability of needed personnel from outside organizations (local government, etc.)?

**YES**

**NO**

**N/A**

17.4 Arrange for work space for the assessment team?

**YES**

**NO**

**N/A**

18. Was the time schedule developed by the POST Council Staff to review agency compliance realistic?

**YES**

**NO**

**N/A**

19. Were the activities of the team coordinated, to your satisfaction, with your agency's accreditation manager?

**YES**

**NO**

**N/A**

20. Did you have problems arranging interviews requested by the assessment team?

**YES**

**NO**

**N/A**

21. Did you have problems arranging for the observations of agency operations requested by the assessment team?

**YES**

**NO**

**N/A**

22. Were the numbers of days scheduled for the team to be at your agency?

\_\_\_\_\_ Sufficient to complete assessment?

\_\_\_\_\_ Insufficient to complete assessment?

\_\_\_\_\_ More than needed to complete assessment?

23. Please provide any additional comments you may have regarding the; **Application process, On-site assessment, Assessors, POST Council Staff, and Public involvement/information**

Agency Name: \_\_\_\_\_

Agency Chief Executive: \_\_\_\_\_

(Signature)

\_\_\_\_\_  
(Typed/Printed Name)

\_\_\_\_\_  
(Title)

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

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