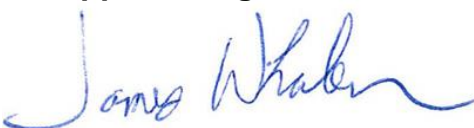


Police Division Operations Policies and Procedures

<u>Title</u> UCPD Customer Service Standards	<u>SOP Number</u> 4.1.400
Approval Signature 	
James L. Whalen	
Reviewed/Revised by	Pages 4
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UCPD Customer Service Standards

I. Purpose:

The purpose of this policy is to provide direction to staff members when making contact with the public in person, by telephone or other communication device.

II. Policy:

Members of the University of Cincinnati Police Division (UCPD) are to treat all persons with dignity and respect. When engaged in dialogue, all members of the Division will be professional and courteous during all interactions.

III. Definitions:

De-Escalation: Taking action or communicating verbally or non-verbally during a potential force encounter in an attempt to stabilize the situation and reduce the immediacy of the threat so that more time, options, and resources can be called upon to resolve the situation without the use of force or with a reduction in the level or amount of force necessary. De-escalation may include the use of such techniques as command presence, advisements, warnings, verbal persuasion, and tactical repositioning.

Non-escalation: Taking action or communicating verbally or non-verbally at the *onset* of an interaction that reduces the likelihood of the interaction escalating or intensifying. Non-escalation includes but is not limited to the use of a universal greeting, active listening, treating all contacts with dignity by showing respect, and if necessary, preventing conflict through redirection to turn a defensive atmosphere into a supportive one.

IV. Procedure:

A. When a member of the Division is engaged in an in-person consensual encounter with the public, officers will apply non-escalation and de-escalation techniques throughout the contact. Officers will:

1. Greet the person with an appropriate universal greeting in a courteous manner to include:
 - a. Greeting of the day (i.e. good morning, afternoon)
 - b. Identifying themselves by rank (if applicable), name and agency
 - c. Reason for the contact
 - d. Asking a relevant question (i.e. how may I be of assistance)
2. Determine the appropriate course of action.
3. If necessary, apply de-escalation training to reduce any conflict, crisis, or combativeness.

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- B. When an officer is engaged in stopping a pedestrian or vehicle occupant, suspicious persons or conducting a field interview, officers will apply non-escalation and de-escalation techniques throughout the contact. Officers will:
1. Greet the person with an appropriate universal greeting in a courteous manner to include:
 - a. Greeting of the day (i.e. good morning, afternoon).
 - b. Identifying themselves by rank, name and agency.
 - c. Reason for the contact, stop or interview.
 - 1) If it is a criminal or traffic violation, provide the supporting statutory elements of the alleged offense.
 - 2) If it is a University policy violation, provide a summary of the policy.
 2. Ask the person for any justification for the potential violation of law or policy.
 3. Allow the person to discuss the potential violation, however the officer will not argue, berate, or otherwise verbally abuse the person.
 4. Ask the person for his/her operator's license or identification card.
 5. If the contact is a traffic stop officers will ask for proof of insurance and any other necessary documents related to the traffic violation.
 6. Observe the person for signs of physical impairment, emotional distress, and alcohol and/or drug abuse and shall take appropriate measures based on his/her assessment of the person/vehicle occupant.
 7. Inform the person of the forthcoming action, regarding the law or policy violation
 - a. If no violation can be substantiated, apologize for any inconvenience, thank them for their cooperation, and send the person on their way
 8. Present the citation(s) to the violator and explain the citation(s) to ensure the person understands what he/she must do in response to the citation(s), when and where to appear in court, if necessary, and the officer will return the person's license, identification, registration, and any other documents previously requested.
 9. If necessary, apply de-escalation training to reduce any conflict, crisis, or combativeness.
 10. After the conclusion of the stop, the officer will not follow the person/driver, unless there is a continued concern the person is a threat to public safety.
 11. Complete a [Contact Card, Form-10](#), in accordance with Bias Free Policing policy 4.1.300.
- C. When a member of the Division is answering a telephone call or other communication device, the employee will apply non-escalation and de-escalation techniques throughout the contact. The employee will:
1. Greet the person with an appropriate universal greeting in a courteous manner to include:
 - a. The greeting of the day (i.e. good morning, afternoon).
 - b. Identify themselves by rank (if applicable), name and agency.
 - c. Ask a relevant question (i.e. how may I be of assistance).

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2. Obtain complete and accurate information from callers requesting law enforcement or other assistance.
3. Accurately classifying and prioritize requests for assistance.
4. Continuously obtain and accurately relay information which may affect the safety of responders and/or persons at the scene.
5. If necessary, apply de-escalation training to reduce any conflict, crisis, or combativeness.

References

UCPD Policy 4.1.300 Bias Free Policing