



POLICY/PROCEDURE NUMBER: 11-P.A.-017

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SUBJECT: STANDARDS OF CONDUCT/PERFORMANCE and ETHICAL BEHAVIOR FOR
NON- SWORN PERSONNEL

EFFECTIVE DATE: March 21, 2022

REVIEW DATE: March 21, 2023

AMENDS/SUPERSEDES: California State University, Northridge Department of Public Safety,
Department Rules and Regulations Manual Directives, February 2000
Edition; February 16, 2011 version; January 8, 2014 version; January 7, 2015
version; December 18, 2019 version.

IACLEA STANDARDS: 2.1.3, 4.1.1

APO STANDARDS: 1.4

CSU POLICE SYSTEMWIDE POLICY–NO

APPROVED: Alfredo B. Fernandez, Chief of Police

I. PURPOSE:

This policy sets forth non-sworn employee standards, rules, and regulations concerning performance, conduct, and operations. It is recognized that all Rules and Regulations of the department are subject to applicable labor contracts. For the purposes of this policy, a non-sworn employee is any person who is employed by the Department of Police Services, and does not hold Peace Officer status as defined in Penal Code Section 830.2(c).

II. PROCEDURES:

A. Conduct

1. Obedience of Laws- An employee will obey the laws of the United States and of any state or local jurisdiction.
2. Violation of Departmental Directive- An employee will not commit or omit any act which constitutes a violation of any departmental directive.
3. Conduct Towards an Associate- An employee will treat all employees with respect and will be courteous and civil at all times. When on duty and particularly in the presence of the public, officers will be referred to by rank.
4. Conduct Unbecoming- An employee will conduct himself/herself at all times, both on and off duty, in such a manner as to reflect most favorably on the department. Conduct unbecoming is behavior by an employee which brings

the department into disrepute or reflects discredit upon the person as an employee of the department or university, or that which impairs the operation or efficiency of the department, another employee, or himself/herself.

5. Moral Conduct- An employee will maintain a level of moral conduct in personal and business affairs which is consistent with the highest standards of the law enforcement profession.
6. Statements- An employee will not criticize or ridicule another employee or the department by speech, in writing, or other expression, where such speech, writing, or other expression is defamatory, obscene, unlawful, undermines the effectiveness of the department, interferes with the maintenance of discipline, or is made with reckless disregard for the truth.
7. Courtesy- An employee will be courteous to another person, tactful in the performance of his/her duty, control his/her temper, exercise patience and discretion, and will not engage in argumentative discussion even in the face of provocation.
8. Discrimination and Harassment- An employee will not participate in any form of discrimination, or job based harassment, or retaliation against another person on the basis of race, religion, color, national origin, ancestry, disability, medical condition, marital status, pregnancy, sexual orientation, gender or age. The various forms to discriminate, or harass, may include but is not limited to purported jokes, remarks, comments, gestures, derogatory posters, cartoons, or drawings, computer games, or screen savers about a person or group of persons based on race, religion, color, national origin, ancestry, disability, medical condition, marital status, pregnancy, sexual orientation, gender or age.
9. Sexual Harassment- An employee will not participate or engage in sexual harassment with another person. See policy number 05-P.A.-003, Sexual Harassment.
10. Verbal Abuse- In the performance of his/her duty, an employee will not use coarse, violent, profane, insolent or disrespectful language or gestures.
11. Ethics and Integrity- Our Code of Ethics establishes general standards of conduct for the non-sworn employees of the California State University, Northridge Department of Police Services. It is applicable to all non-sworn personnel. (Sworn personnel are required to abide by the Law Enforcement Code of Ethics).
 - a. Employees shall support the Constitution of the United States and the Constitution of the State of California, and shall comply with all laws, statutes and ordinances.
 - b. Employees shall comply with all university and department policies and procedures.
 - c. Employees shall perform their duties with professionalism, integrity, and courtesy and avoid any conduct that violates the public's trust.
 - d. Employees shall give a full day's labor for a full day's pay; giving to the performance of their duties an earnest effort.

- e. Employees shall not use their official position to secure unwarranted privileges, benefits or advantages for themselves or others.
- f. Employees shall perform their official duties in an unbiased and impartial manner. They shall never discriminate unfairly by the dispensing of special favors or privileges to anyone, whether for remuneration or not; and never accept favors or benefits that can be construed as influencing the performance of their duties.
- g. Employees shall not disclose confidential information acquired in the course of the employee's duties.
- h. Employees shall put loyalty to the highest moral principles and the Department above loyalty to coworkers and friends.
- i. Employees shall report any corrupt or unethical behavior whenever discovered.
- j. Employees shall respond appropriately to supervisory direction.
- k. Employees shall uphold these principles, ever conscious that all official duties of the Cal State Northridge Department of Police Services are a public trust.

Sworn and non-sworn employees within the Department of Police Services are required to receive instruction and successfully complete ethics training that concerns their position dilemmas, temptations, responsibilities, and duties. For all personnel this training shall be conducted initially upon hire and annually thereafter.

12. Use of Official Position or Identification

- a. An employee will not use his/her official position, official identification card or badge for: personal financial gain, obtaining privileges not otherwise available to them except in the performance of duty, or to avoid the consequences of an illegal act.
- b. An employee will not lend to another person his/her identification card or badge or permit the identification card to be reproduced without the approval of the Chief of Police.

13. Truthfulness- An employee will truthfully answer all questions specifically directed and related to the scope of employment and operations of the department which may be asked of him/her.

14. False Accusation- An employee will not knowingly make a false oral or written accusation.

15. Intervention- An employee will not interfere with a case being handled by another employee of the department or by another agency.

16. Dissemination of Information- Information regarding official business or operation of the department will be treated as confidential and will be given only

to those for whom it is intended, in accordance with departmental directives. In addition:

- a. An employee can remove or copy an official record or report from the department only in accordance with departmental directives.
 - b. An employee will not divulge the identity of a person giving confidential information except as authorized by proper authority.
17. Endorsement or Referral- An employee will not recommend or suggest the employment or procurement of a particular product, professional service, or commercial service except in accordance with departmental directives.
 18. Convert, Conceal, Alter or Remove Property- An employee will not convert to his/her own use, manufacture, conceal, falsify, destroy, remove, tamper with, or withhold any evidence in connection with an investigation or property associated with the university, except in accordance with departmental directives and University policy.
 19. Concealing Information- An employee will not conceal or withhold information which could possibly impair the operation or efficiency of the department, the university, another employee, or himself/herself.
 20. Public Appearances- An employee will not address a public gathering, appear on radio or television, prepare any articles for publication, act as a correspondent to a newspaper or a periodical, release or divulge investigative information, or any other matters of the department unless authorized to do so by the Chief of Police or her/his designee. An employee of the department shall give information to representatives of the media only if authorized by the Chief of Police or her/his designee. See policy number 05-S.O.-008 Media Relations.
 21. Citizen Complaint- An employee will follow departmental directives for processing a complaint. An employee may attempt to resolve the complaint, but will never attempt to dissuade a citizen from filing a complaint against any employee of the department.

B. General Responsibilities

1. Performance of Duty- An employee shall maintain sufficient competency to properly perform their duty and assume responsibilities of their position. An employee shall carry out their duties in a manner which will maintain the expected standard of performance for the assignment. Performance of an employee may be considered unsatisfactory when:
 - a. An employee demonstrates a lack of knowledge for the application of a required law, department policy, procedure or regulation.
 - b. There is an unwillingness to perform as assigned task.
 - c. There is a failure to conform to a work standard established for employees.

- d. There is a failure to take appropriate action on the occasion of a crime, life safety or hazardous incident, or other condition deserving department or university attention.
 - e. The employee is absent without leave.
 - f. Poor evaluations or a written record of infractions of department directives.
2. Scope of Duty- An employee will not undertake an investigation or other official action not part of his/her regular job duties without obtaining permission from his/her supervisor.
 3. Emergency Call Back- An employee is subject to being called to work (duty) in cases of emergency and will report immediately upon receipt of, and in compliance with, direction given him/her at the time of such notification. It will be the responsibility of an off-duty employee who cannot be notified to contact the department when he/she becomes aware of a major incident affecting or likely to affect the university.
 4. Breaks and Meals- An employee shall take “rest breaks” and “meals” in accordance with established employee contracts, agreements, university policies, and departmental directives.
 5. Reports and Forms- An employee will submit each report or form on time and in accordance with departmental directives.
 6. False Statements, Reports and Forms- Verbal reports and statements, or written documents submitted by an employee in the course of their duties shall be truthful, and no employee will knowingly enter or cause to be entered any inaccurate, false or improper information or knowingly delete or exclude information.
 7. Change of Resident Address- An employee will notify an administrative assistant in the office of the Chief of Police or the Special Assistant to the Chief of Police when a change of his/her residence address occurs. The Chief of Police will be notified in writing within 24 hours of change of the resident address.
 8. Change of Resident Telephone Number(s)- An employee will notify an administrative assistant in the office of the Chief of Police or the Special Assistant to the Chief of Police when a change of his/her telephone number(s) occurs. The Chief of Police will be notified in writing within 24 hours of change of the telephone number(s).
 9. Identification- an employee, when working, shall provide appropriate department issued identification when requested by the public in accordance with department directives. An employee will carry their department issued identification while on duty.
 10. Reporting for Work- An employee will report for work in the correct attire, with the appropriate equipment, at the time and place required by assignment or directive and will be capable of performing the requirements for the classification and assignment. The employee should be properly equipped and cognizant of

information required for the proper performance of work so they may immediately assume their duties.

11. Maintaining Communication- An employee on duty or officially on call will keep the Communications Dispatcher or his/her supervisor informed of the means by which he/she may be reached when not immediately available.
12. Leaving Assigned Post- An employee will not leave his/her assigned duty except when authorized by proper authority.
13. End of Shift, Reporting Required- An employee will report to his/her designated area in person at the expiration of his/her shift, unless otherwise authorized.
14. Neglect of Duty- An employee will not engage in any activity which would cause him/her to neglect or be inattentive to duty.
15. Sleeping on Duty- An employee will remain awake and alert while on duty. If unable to do so, the employee shall report to their supervisor who shall determine the proper course of action.
16. Observance of Work Hours- The employee will be on time for assignments, court, meetings, and/or training. The employee will be prepared to perform duties assigned, observe stated work hours, as well as breaks and meal periods. The employee will comply with established schedules and work assignments.
17. Attendance- An employee's attendance shall not adversely impact employees or department operations.
18. Alcoholic Beverage or Drug in a Facility- An employee will not store, or bring into any university facility or vehicle, any alcoholic beverage, controlled substance, narcotic or hallucinogen except those held as evidence, unless authorized by the Chief of Police.
19. Possession or Use of a Controlled Substance, Narcotic or Hallucinogen- An employee will not possess or use any controlled substance, narcotic, or hallucinogen.
20. Use of Medication- When an employee is required to take medication prescribed by a physician or dentist or use an over the counter medication, the employee must inform their supervisor of any limitations, restrictions, or effects the medication will have on the employees ability to perform their assigned work. This notification must be given before the start of work.
21. Use of Alcohol- An employee shall not drink intoxicating beverages while on duty except in the performance of duty and while acting under proper and specific orders from a supervisor. An employee shall not appear for work, or be on duty, while under the influence of intoxicating beverages to any degree whatsoever, or with an odor of alcohol in his/her breath.

An employee, while off duty, shall refrain from consuming intoxicating beverages to the extent that results in a level of impairment, intoxication or obnoxious or offensive behavior which would discredit them or the department, or render them unfit to report their next regular work shift.

C. Performance Standards

1. **Observance of Work Hours-** the Chief of Police establishes performance standards for the Department of Police Services employees and every employee is responsible for knowing and complying with Department performance standards. The department's expectation is that an employee be prompt, prepared, and ready for work or assignments at the assigned start time and not leave before the assigned scheduled hours. Employees shall be punctual in reporting to or leaving a duty station or assignment in accordance with the prescribed schedule for work, meals, and breaks.

Employees should be prepared to work when the work shift starts (this includes overtime work) and on time for assignments, meetings, and/or training. The employee complies with established schedules and work assignments. Expected behavior which is consistent with this standard:

- a. The employee remains on duty until the scheduled quitting time.
- b. The employee keeps breaks and/or meal periods within the allowed time.
- c. The employee complies with department rules, regulations, policies, and procedures for the observance of work hours.

2. **Attendance-** Employees are expected to comply with a prescribed schedule, being at work, training, meetings, and/or special assignments, and use of leave privileges. Employees are depended upon to show up for scheduled work.

The employee can be depended upon to show up for scheduled assignment, work, or training. The use of leave privileges are reasonable and do not impact employees or department operations. Employees shall comply with attendance standards. Expected behavior which is consistent with this standard:

- a. The employee gives appropriate notice for an unexpected absence.
- b. The employee's use of leave is reasonable.
- c. The employee complies with department rules, regulations, policies, and procedures for attendance.
- d. The employee plans in advance scheduled time off.
- e. The employee can be relied upon to be working when and where he/she is supposed to be.
- f. The employee's attendance has a positive impact on other employees and department operations.

3. **Employee Safety Practices-** All employees, even those who do not work under physically hazardous circumstances, must comply with reasonable safety practices. Safety practices refer to the employees' safety habits and the application of safety policies and procedures in the work environment.

The employee shall understand and apply sound safety principles. Expected behavior which is consistent with this standard:

- a. The employee complies with reasonable safety practices.
 - b. The employee can recognize a safety hazard and take appropriate action.
 - c. The employee operates equipment safely.
 - d. The employee does not endanger his/her own safety or the safety of others by his/her actions.
 - e. The employee maintains appropriate safety attire as established by department policies and procedures.
4. Public Contacts- Public contact is defined as the interaction with the public by a representative of the department either in person, over the phone or by correspondence. The department's expectation is that employees will be mindful of their image, conduct, and communication with the public, i.e. being courteous to another person, tactful in the performance of his/her duty, control his/her temper, exercising patience and discretion, refraining from using coarse, violent, profane, insolent or disrespectful language and not engaging in argumentative discussion even in the face of provocation, and an employee's conduct in the presence of public, unspoken demeanor, inappropriate gestures, and general appearance. In other words, all employees must exhibit excellent customer service skills.

The employee's interaction with the public shall be positive, professional, and helpful. Performance of this standard enhances the department operations. Expected behavior which is consistent with this standard:

- a. The employee is courteous and polite with the public, both in what they say and how they act.
 - b. The employee presents a professional image.
 - c. The employee recognizes and effectively interacts with the diverse population of the university campus.
 - d. The employee's public contacts reinforce a professional image and present a positive reflection of law enforcement and the department.
5. Employee Contacts- Employee contact is defined as the interaction between all department members, including unspoken demeanor and inappropriate actions. Members include all paid employees, students, volunteers, and persons on assignment to the department. The department's expectation is that employees will form effective and positive working relationships to accomplish department goals.

The employee's interaction with department members shall be helpful, courteous, and professional; accomplishing the mission of the department. Expected behavior which is consistent with this standard:

- a. The employee is a positive influence on the morale of other department employees.

- b. The employee has a productive, helpful, and compatible working relationship with other employees within the department and the university.
 - c. The employee is a “team member.”
 - d. The employee refrains from becoming involved with gossip and rumors, demonstrates tact, and exercises patience and discretion.
 - e. The employee pays attention to his/her own concerns, but at the same time has a proper concern for the problems of other employees whose jobs touch his/hers.
6. Communication- Communication is defined as the person’s ability to effectively exchange ideas and information orally and in written format. The expectation of the department is that an employee can convey ideas, events, and directions clearly, communicated well under stress, and writes good reports. Expected behavior which is consistent with this standard:
- a. The employee organizes and expresses thoughts clearly and concisely.
 - b. The employee listens to what others are saying.
 - c. The employee writes reports that are clear and correct.
 - d. The employee’s communications minimize assumption and inferences.
 - e. The employee uses appropriate channels of communication.
 - f. The employee’s oral communication conveys ideas, events, and directions clearly.
7. Knowledge of Work- Knowledge of work is defined as knowing what is required for the work assignment and applying general and technical knowledge to accomplish the work. The employee maintains, understands, and applies appropriate general and technical knowledge needed to do the job. The employee keeps current on policies and procedures, and knows how the department interacts with other work groups on and off campus. Expected behavior which is consistent with this standard:
- a. The employee possesses a sound degree of knowledge and proficiency in respect to his/her duties and responsibilities.
 - b. The employee knows and applies the proper policy, procedure, code, or statute to a work situation.
 - c. The employee understands the use, operation, and purpose for equipment associated with the work assignment.
 - d. The employee practices commonly accepted techniques when carrying out the assignments.
 - e. The employee keeps up with current technology, practices, concepts, and procedures related to the job.

- f. The employee uses available resource materials to improve their knowledge of the job.
8. Judgment- Judgment is defined as the process of making a reasonable and practical decision concerning a course of action based on available knowledge, skill, education and degree of responsibility assigned to the individual. The employee shall make practical work decisions and gather information, refer to policy and procedure, apply experience, skill, and education to appropriately make a decision based on the circumstances. Expected behavior which is consistent with this standard:
- a. The employee uses common sense and good judgment for tactical situations.
 - b. The employee will seldom make a decision without first obtaining all the facts.
 - c. The employee weighs all available factors before a judgment is made.
 - d. The employee is able to make a decision that is required by the position and work assignment.
 - e. The employee reacts appropriately based on circumstances.
9. Quality of Work- Quality of work is defined as the manner a person undertakes duties that is characterized by accuracy, completeness, consistency, and neatness. Expected behavior which is consistent with this standard:
- a. The employee's work reflects insight and planning.
 - b. The employee monitors the quality of their own work to insure high level of accuracy and neatness.
 - c. The employee does not skip steps to speed the process.
 - d. The employee uses resource material.
 - e. The employee reacts appropriately based on circumstances.
 - f. The employee seldom makes mistakes with routine work.
 - g. The employee's work merits high confidence from others.
10. Planning and Organizing- By definition, planning is an ongoing routine that includes: identification of immediate and potential needs; determination of available resources and alternatives; and formulation of a course of action likely to achieve the desired outcome. Organizing is the process of coordinating available resources and establishing priorities for work to be completed.

The employee shall organize time and work, set priorities for completion of tasks and plans for the unexpected. Expected behavior which is consistent with this standard:

- a. The employee completes work on time.
- b. The employee puts free time to good use by asking for other work which may need to be done.
- c. The employee organizes work by completing the important tasks first.
- d. The employee formulates contingency plans for problems, the unexpected, or unsafe situations.
- e. The employee thinks before acting.
- f. The employee follows up on unfinished tasks without reminders from others.

11. Job Skill Level- By definition, job skill level is the ability to have and maintain the mental and manual capacity required to proficiently perform the work for a given position.

The employee shall meet the skill level for the assignment and perform the work. Expected behavior which is consistent with this standard:

- a. The employee knows the skills required to be proficient at work.
- b. The employee keeps current on new trends, technology, and concepts.
- c. The employee exhibits a confident and competent ability to perform the duties and responsibilities of the position.
- d. The employee participates in training that will enhance the skill level.