



POLICY/PROCEDURE NUMBER: 22-S.S.-006

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SUBJECT: Community Service Officer Program (Community Service Specialists)

EFFECTIVE DATE: May 31, 2022

REVIEW DATE: May 31, 2023

AMENDS/SUPERSEDES: N/A

IACLEA STANDARDS: 2.1.2; 2.1.4.

CSU POLICE DEPARTMENTS SYSTEM-WIDE OPERATIONAL GUIDELINE – NO

APPROVED: Alfredo B. Fernandez, Chief of Police

I. PURPOSE

The purpose of this policy is to provide administrative, general, and specific procedures and responsibilities for the operation of the Community Service Officer (CSO) Program.

II. POLICY

It is the policy of the California State University, Northridge (CSUN) Department of Police Services (DPS) to employ non-sworn personnel (CSO's) to provide a variety of security, public safety support, and community service functions on the campus. Such employees will add an additional layer of service to the community and act as an intermediary response when a law enforcement services are not needed or deemed appropriate to the circumstances. Such employees shall not and are not equipped or trained to respond to circumstances (e.g. life threatening, sexual assault investigations, etc.) that require a properly trained law enforcement officer response.

III. DEFINITIONS

- A. Community Service Officer (CSO) – A Community Service Officer is the working title of the CSO position and is defined as a non-sworn employee of the police department whose primary responsibilities include campus security services, campus community outreach and public safety support;
- B. Community Service Specialist (CSS) – The classification standard of the Community Service Officer as enumerated by the California State University System.

IV. PROCEDURES

A. Authority Within the Jurisdiction of the California State University, Northridge Department of Police Services

Non-sworn community service officers are authorized and responsible for a variety of security, public safety support, and community service functions on the CSUN campus as specified within their position description. These include but are not limited to services in the following areas:

1. **Security Services:** Provides security patrols of the CSUN facilities, grounds, and parking lots to add a visible deterrence and observe and report to police such hazards as fire, theft, vandalism, trespassing, and other crimes.

Provides continuous assessment of campus security measures such as blue light and elevator emergency phones, CCTV cameras, lighting, landscape hazards, and building doors, locks and related hardware reporting deficiencies to the appropriate entity for timely mitigation.
2. **Community Engagement:** Acts as a liaison for the Department of Police Services by actively engaging and participating community outreach functions. This includes engagement with those members of the community that have traditionally been suspicious and distrustful of law enforcement. Community Service Officers may act as a bridge towards the Department's effort to develop a greater culture of care and collaboration.
3. **Campus Community Support:** Assisting University Police with special events, and assisting during times of emergency; providing general information to the public; wayfinding services; participating in crime prevention and community engagement activities; providing safety escorts and citizen assistance; and documenting CSUN student rules and regulations violations for referral to student judicial conduct.
4. **Public Safety Support:** Provides support and assistance to university police in the prevention of and response to community concerns and public safety issues, as well as support to other administrative and operational functions (e.g. traffic control, crowd control, etc.) as assigned.
5. **Enforcement Action:** CSO's are not authorized to enforce university policies, however, they may seek voluntary compliance, document incidents and, if necessary, request assistance from university police; enforce parking scofflaw violations when observed; identify and report violations of law to university police; make private-persons arrests in conjunction with university police when necessary; and document all enforcement activities and/or student conduct referral actions within the police database system RIMS.

Community Service Officers employed by the California State University, Northridge Department of Police Services may only make an arrest as a private person under the provisions of Penal Code 837.

B. Community Service Officer Declaration/Affirmation

All non-sworn community service officers, prior to assuming their duties, are to take and subsequently abide by a declaration to abide by the laws of the Constitution of the United States of America; the Constitution and laws of the State of California; the rules and regulations of the Trustees of the California State University system; and policies & procedures of the California State University, Northridge and its Department of Police Services. In addition, they will support the missions of the California State University, Northridge, and assist the department in gaining public safety compliance with institutional policies, rules, and regulations as specified within their position description. The Department affirmation statement is as follows:

“I do solemnly swear or affirm, that I will support the Constitution of the United States, and of the State of California, and to abide by the mission, rules, and regulations of the California State University System & California State University, Northridge, to which I have been appointed”

C. Participation in the California Bureau of Security & Investigative Services (BSIS) Security Guard Training Program

The CSUN Department of Police Services participates in the BSIS security guard training program and abides by the standards and regulations set forth in Division 7 of Title 16 of the California Code of Regulations. Training requirements may be viewed online at the California BSIS website. In addition, CSUN community service officers who are trained under BSIS standards participate in an in-service field training program specific to their duties prior to the exercise of authority.

D. Pre-Service, Field Training, & Annual Refresher In-Service Training (Non-Sworn Community Service Officers)

1. Basic California BSIS Guard Card Training

California BSIS requires 40 hours of BSIS-approved training prior to receiving a California Guard Card/License. The training includes 8 hours before being assigned a post, 16 hours within 30 days of guard-card approval, and 16 hours within 6 months of guard card approval.

2. Field Training and Evaluation Program:

The Support Services Commander shall establish a field training program for recruit community service officers that is of sufficient duration to provide for the adequate orientation and training of the new community service officer in the lawful operation of the Department. The training should include but is not limited to:

- a. Mandated CSU training;
- b. First Aid, CPR, AED and any other related lifesaving training;
- c. Employees in the CSO classification will also receive training from the departments that are receiving the services from the CSO program (e.g. Residential Life, USU, the University Library, etc.);

- d. Crowd Control, traffic control and other training appropriate to the position;
- e. In addition to any training mandated by the University, Community Service Officers will receive specific training in the area of Diversity, Equity and Inclusion.

The program shall establish procedures for the selection, appointment, and training of CSO field training officers (FTO), the daily evaluation of recruits participating in the program, and the rotation of FTO personnel to provide for the objective evaluation of recruit performance.

3. BSIS In-Service Training:

All community service officers shall attend annual refresher in-service training according to BSIS standards.

E. Non-Sworn Community Service Officer Use-of-Force Response Options

Although it is the intention of the Department that Community Services Officers will not as a matter of practice be placed in a position to use force, it is recognized that such employees in extraordinary circumstances may need to apply physical restraint when necessary to either protect themselves or others. To that degree the following use of force response options are enumerated as follows:

1. Circumstances When Physical Restraint and Use of an Aerosol Defense Option is Permissible: Only when there is an immediate threat to life safety or one's self or that of another would a person's detainment or physical restraint be applicable as a community service officer. The job function of a community service officer is to observe, report, and direct appropriate resources, such as law enforcement, to triage arrest matters as needed. Only when failure to act would arguably lead to the loss of life or great bodily harm, would detainment through reasonable force be appropriate (i.e. use of physical or aerosol defense options due to a delayed response by a university police officer or other exigent circumstance).
2. Permissible Restraint Methods and Equipment: Physical force and restraint methods are only permitted through the use of a community service officer's body (e.g. hands, feet, etc.). Use of handcuffs, zip-ties, or other physical restraint devices are not authorized for community service officer use.

Department-issued two percent (2%) oleoresin capicum (OC) pepper spray devices are the only authorized aerosol defense device for possession and use by community service officers. No other self-defense weapon is authorized for carry or use.

3. Conditions Under Which a Restrained Individual May Be Released: Physically-restrained individuals are to be released from the restraint applied as soon as reasonably possible, given the incident and level of

threat de-escalation below that of a threat to a life safety of one's self or that of another.

4. Community Service Officer Use-of-Force Reporting: In community service officer-involved use of force situations, community service officers will immediately notify the patrol shift supervisor of the incident. It is the responsibility of the shift supervisor to complete all required reports documenting the force utilized and associated facts of the incident. Report(s) shall be completed and approved prior to the end of watch on the date of occurrence unless otherwise authorized by a command staff member.

F. Citizen Complaint Process

To ensure the maintenance of professional conduct, it is the policy of the Department to provide fair and expeditious dispositions of complaints/allegations of wrongdoing regarding conduct of employees of the Department. All complaints against the Department or its employees will be documented and investigated.

Citizen complaints against Community Service Officers will be investigated in accordance with Department Policy/Procedure 07-P.A.-010: Internal Affairs.

G. Community Service Officer Unit Uniform and Equipment

To ensure that they are readily identifiable to the public, it is the responsibility of individual Community Service Officers to be able to report to work as directed in the appropriate attire. Community Service Officers will, at all times, maintain the appropriate number of uniforms to include all necessary equipment and accessories.

The Department will initially purchase authorized uniforms and equipment for all Community Service Officers required for his/her assignment with the exception of footwear. The purchasing of additional authorized uniforms will be the responsibility of the individual employee. All items purchased must meet Department specifications as outlined in this policy, or be approved by the Chief of Police. Uniform reimbursement—per the Unit 7 Collective Bargaining Agreement—will be applicable to only uniform shirts, pants, and belt. Footwear, under t-shirts, and black socks are not reimbursable.

The primary uniform for Community Service Officers will consist of the following:

1. Gray polo shirt (Polyester/Elastane mix) with an approved University logo and the Department name on the front, and "C.S.O." in large letters on the back (from a Department-approved vendor).
2. Black chino-style pants (no jeans, no cargo pockets, no Dickies-brand pants, no leggings).
3. The option to wear black chino-style shorts are authorized for the summer and bicycle uniform. Summer months run from May 1 to September 1—or as approved by the Chief of Police.
4. Black belt made of leather or imitation leather.
5. Gray jacket with an approved University logo and Department name on the front, and "C.S.O." in large letters on the back.

A black under t-shirt, black socks, and black footwear is authorized to be worn with the uniform. Authorized footwear will consist of black work-style boots/shoes, or black leather/nylon mix athletic shoes (footwear must be all black with no accent colors/logos).

H. Personal Appearance Standards

All Community Service Officers shall present themselves professionally, and shall be neat, clean, and well groomed. When acting in an on-duty capacity, Community Service Officers shall ensure that their appearance conforms to the following standards:

1. Hair shall be clean, neat, and well-groomed.
2. Hair shall keep their hair moderately tapered and well-trimmed such that no portion extends below the top of the uniform shirt collar.
3. Sideburns shall not extend below the bottom of the opening of the outer ear and shall end with a clean-shaven horizontal line. The maximum width at the bottom of the sideburns shall not exceed 1 ½ inches.
4. While varying hairstyles are permitted—provided these styles meet the aforementioned standards—spikes, Mohawks, or any other faddish hair styles shall not be worn while in uniform or on duty, unless authorized by the Chief of Police. Hair shall only be of a natural color.
5. Mustaches shall be worn short and neatly trimmed. A mustache shall neither be extended below the edge of the upper lip nor more than ½ inch past the corner of the mouth. Waxed tips or points are not permitted.
6. The wearing of a short beard is permitted so long as the beard is well-trimmed and no longer than 10mm in length.
7. Bracelets, conspicuous rings/necklaces, or any large jewelry item that either compromises the Community Service Officer's safety or detracts from the appearance of the uniform are not authorized.
8. The wearing of earrings while in uniform is authorized so long as the earrings are a small, stud-style.
9. Visible facial, tongue, or body piercings/jewelry are not permitted.
10. No visible tattoos are permitted. Visible tattoos (i.e. arms, etc.) must be covered with a sleeve(s) or other appropriate covering.