



**CHEVY CHASE
VILLAGE
POLICE
DEPARTMENT**

Police Chief: John M. Fitzgerald

**GENERAL ORDER: 7-9; CIVILIAN PERSONNEL/
COMMUNICATIONS CLERK TRAINING**

DATE: 2/20/2013 Pages: 1 ◇ New ◇ Amended ◆ Rescinds 7-9

CALEA: 1.1.2, 33.7.1-a-b-c, 33.7.2, 33.8.2

I. POLICY

Appropriate training will be provided to all newly-appointed Communications Clerks and other non-sworn Department employees. In-service training will be provided as necessary and when new systems/procedures are developed. The training will cover a list of objectives, and the trainee's performance will be documented each work day on a Daily Observation Report by the trainer. A copy of each DOR will be provided to the trainee.

II. NEW EMPLOYEES (CALEA 33.7.1-a-b-c)

Within a reasonable period of time from the date of hire, all newly-appointed non-sworn personnel will be familiarized with the following:

- A. The Village's role, purpose, goals, policies, and procedures;
- B. Working conditions and regulations;
- C. Responsibilities and employee rights;
- D. The accreditation process and the Village's commitment to it;
- E. A working knowledge of the Communications Manual;
- F. A working knowledge of the Employee Manual.

**III. PRE-SERVICE AND IN-SERVICE TRAINING
(CALEA 33.7.2)**

A. Pre-Service Training

- 1. Chevy Chase Village Communications Clerks are required to be NCIC/CJIS (National Crime Information Center/Criminal Justice Information Service [MD]) certified. The Village will send all newly-appointed employees to an eight-hour training session conducted by a certified CJIS instructor for those who are not certified or those whose certification has expired.
- 2. Communications Clerks will spend time working with the CCV Administrative Staff, the De-

partment of Public Works, and police officers to familiarize themselves with policies and procedures to better serve the community.

B. In-Service Training

- 1. It is necessary for Communications Clerks to be recertified in the use of the NCIC/CJIS system every two years. The Village will send Communications Clerks to that training as it becomes necessary.
- 2. As new systems become available and new procedures are created, the Lead Communications Clerk will arrange training or give training to the Communications Clerks.

C. Training will encompass, but is not limited to, the following:

- 1. Ethics training will be conducted at least bi-annually; (CALEA 1.1.2)
- 2. NCIC/CJIS/Montgomery County CAD systems;
- 3. Village Computer Systems, to include the CO-DY CAD/RMS
- 4. Village radio/telephone system;
- 5. Fingerprinting using the Cross Match Fingerprinting System;
- 6. Procedures for the handling of specific types of calls for service;
- 7. Maintaining a positive relationship with the public.

D. Upon promotion, or as soon as practical thereafter, employees will be provided training to develop the skills necessary for the new position. If the Village cannot provide such training in-house, outside training (such as classes or seminars) will be provided. (CALEA 33.8.2)