**ORLEANS COUNTY SHERIFF’S OFFICE**

**GENERAL ORDER**

**SUBJECT: COMMUNITY RELATIONS**

**STANDARD: 29.1**

**GO# 120**

**EFFECTIVE DATE: 01/01/2000**

**SHERIFF: CHRISTOPHER M. BOURKE**

**AMENDED DATE: 06/30/2020**

1. **POLICY:**

It is the policy of the Orleans County Sheriff’s Office that it is important to maintain an atmosphere of openness with the community and citizens we serve. All members of the Orleans County Sheriff’s Office should project a positive image and strive to be active in meeting the community’s needs. The conduct of each member reflects upon the agency as a whole, and the burden of achieving the agency’s community relations objective should be shared.

1. **PURPOSE:**

The purpose of this General Order is to define the community relations role of the Orleans County Sheriff’s Office, and to inform members of the department of their responsibilities in this role.

1. **PROCEDURE:**
2. The community relations function is a responsibility of all members of the Orleans County Sheriff’s Office.
3. The Sheriff is the community relations officer for the Orleans County Sheriff’s Office.
4. Relations with the Public
5. Courtesy
6. Employees shall be courteous to the public in person, or when on the telephone. Employees shall be tactful in the performance of their duties, control their tempers, exercise the utmost patience and discretion, and shall not engage in argumentative discussion, even in the face of extreme provocation. In the performance of their duties, employees shall not use coarse, violent, profane or insolent language or gestures, and shall not express and prejudice concerning race, religion, politics, national origin, lifestyle, or similar circumstances.
7. Request for Assistance
8. When any person requests assistance or advice, makes a complaint or report, either by telephone or in person, all pertinent information will be obtained in an official and courteous manner and will be properly and judiciously acted upon consistent with establish agency procedures.
9. Citizen Complaints
10. Employees will handle all complaints against personnel in the manner prescribed in the agency General Orders. Employees may attempt to resolve a complaint, but shall never attempt to dissuade any citizen from lodging a complaint against any employee of the Sheriff’s Office.
11. Interpersonal communications
12. To promote understanding and cooperation, there must be interpersonal communication between members of the community and the employees, at all levels of the Sheriff’s Office.
13. Each employee must be aware of the law enforcement needs of the community and their particular assigned area of responsibility.
14. Guided by policy, employees must tailor their performance to attain the objectives of the Sheriff’s Office.
15. Identification
16. All employees shall furnish their name and badge number or exhibit their badge (if not in uniform), when they are on duty or holding themselves out as having an official capacity, except when the withholding of such information is necessary for the performance of police duties, officer safety or is authorized by proper authority.
17. Request for Departmental Speakers
18. All requests for Sheriff’s Office personnel to speak at and/or attend, in a professional capacity, public gatherings, luncheons, service clubs, civil associations, etc. will be referred to the Sheriff.
19. The Sheriff will evaluate their request, and, if appropriate, identify the member best suited to respond to their request.
20. A member receiving a request to speak before any group on a specific topic or activity, must first obtain approval from the Sheriff.
21. Meeting Attendance
22. Whenever any member is asked to attend any meeting, as a representative of the Orleans County Sheriff’s Office, or owing to their status as a member of this Agency, he/she must first obtain permission from the Sheriff prior to attending such meeting.
23. Individual Dignity
24. All persons have the right to dignified treatment under the law; protection of this right is a duty which is binding upon all members.
25. Employees must treat persons with as much respect as that person will allow. They also must be mindful that the people with whom they are dealing are individuals, with human emotions and needs.
26. Equality of Enforcement
27. Consistency in application is a primary and fundamental element of uniform enforcement of the law.
28. The Sheriff’s Office services a community comprised of individuals with varied ethnic and social composition, having unique life styles and/or particular crime problems. All people have a right to the protection and security that is afforded by fair and impartial law enforcement.
29. All persons must be able to maintain flexibility in their demeanor and enforcement methods. In order to properly respond to varying law enforcement problems, the Sheriff’s Office must be able to maintain flexibility in deployment and enforcement methods.
30. Employees shall use physical force only to the extent that is reasonable and necessary. Use of force shall be in accordance with the law and agency policies and procedures.
31. Responsiveness to the Community
32. The Sheriff’s office must be responsive to the needs and problems of the community. This regard for the community must be shown plainly, at all levels of the agency, by an obvious willingness to listen, as well as a genuine concern for the problems of individuals or groups.
33. The Sheriff’s Office will disseminate accurate and factual accounts of public interest, consistent with: the safety and protection of victim and witnesses, the constitutional rights of the accused, and with consideration of the necessity for maintaining the confidentiality of department records.

ORDER BY THE SHERIFF

